

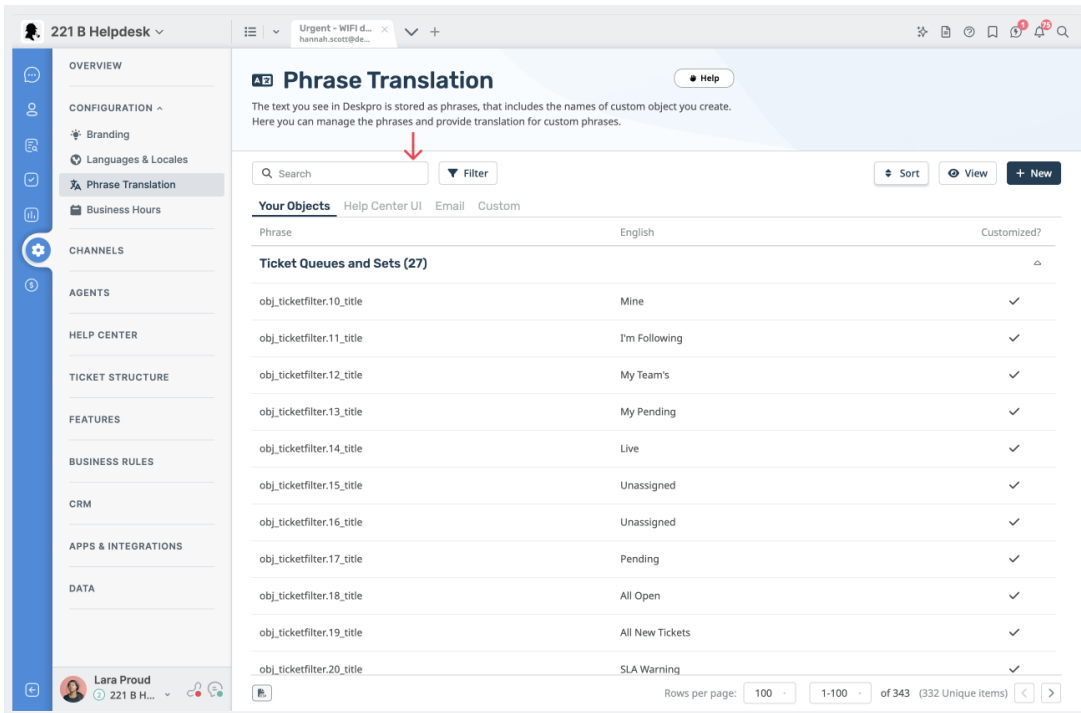
## How do I customize the text that appears on my Help Center?

Cecilia Sam - 2023-08-17 - Comments (0) - Configuration

Can I change the text used on the Help Center outside of the Publish app content?

Yes, you can change almost all of the user-facing text on the Help Center and in emails using the Deskpro phrases system.

To do this, go to **Admin > Configuration > Phrase Translation**. To the phrase you want to change, you can use the **Search box** on the page or **Ctrl-F / Cmd-F** keyboard shortcuts to search for the phrase on each page.



The screenshot shows the 'Phrase Translation' page in the Deskpro admin interface. The page title is 'Phrase Translation' and it includes a 'Help' button. Below the title is a description: 'The text you see in Deskpro is stored as phrases, that includes the names of custom object you create. Here you can manage the phrases and provide translation for custom phrases.' There is a search bar with a red arrow pointing to it, a 'Filter' dropdown, and buttons for 'Sort', 'View', and 'New'. The main content is a table with the following columns: 'Your Objects', 'Help Center UI', 'Email', and 'Custom'. The table lists phrases under the 'Your Objects' column, with their English translations and a 'Customized?' checkbox. The phrases listed are:

Phrase	English	Customized?
<b>Ticket Queues and Sets (27)</b>		
obj_ticketfilter.10_title	Mine	✓
obj_ticketfilter.11_title	I'm Following	✓
obj_ticketfilter.12_title	My Team's	✓
obj_ticketfilter.13_title	My Pending	✓
obj_ticketfilter.14_title	Live	✓
obj_ticketfilter.15_title	Unassigned	✓
obj_ticketfilter.16_title	Unassigned	✓
obj_ticketfilter.17_title	Pending	✓
obj_ticketfilter.18_title	All Open	✓
obj_ticketfilter.19_title	All New Tickets	✓
obj_ticketfilter.20_title	SLA Warning	✓

At the bottom of the table, it says 'Rows per page: 100 - 1-100 - of 343 (332 Unique Items)'.

In the **Text box**, enter your changed version of the text and click **Save**. If you have more than one language installed on the helpdesk, you will need to define the change for each language.

## Edit: obj\_ticketfilter.10\_title



obj\_ticketfilter.11\_title



English

Mine



Français



Español



English (UK)



الإنجليزية



Türkçe



Deutsch

Save



Open next phrase

Discard Changes