

How do I customize the text that appears on my portal?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

Can I change the copy used on the portal outside of the Publish app content?

Answer:

Almost all the user-facing text on the portal and in emails is editable using the Deskpro phrases system.

In **Admin > Setup > Languages**, select your language and then click **Edit Phrases**.

Find the phrase you want to change. Use Ctrl-F or Cmd-F in your browser to search each page.

In the **Custom** column furthest to the right, enter your changed version of the text.

| User Interface Phrases | | | | |
|---|--|---|---|---|
| Emails | | | | |
| User lang | | | | |
| Time and Dates | | | | |
| User Default Data | | | | |
| Download Phrases | | | | |
| General Phrases | | | | |
| Portal Phrases | | | | |
| News Phrases | | | | |
| Knowledgebase | | | | |
| Email Subjects | | | | |
| Profile Phrases | | | | |
| Feedback Phrases | | | | |
| Chat Phrases | | | | |
| Website Widget | | | | |
| Errors | | | | |
| Ticket Phrases | | | | |
| user.tickets.click_to_close | Click to close this ticket | Click to close this ticket | Click to close this ticket | |
| user.tickets.close_window | Close Window | Close Window | Close Window | |
| user.tickets.contact_us_explain | Reset | Please complete this form and one of our agents will reply to you by email as | Please complete this form and one of our agents will reply to you by email as | Please describe your problem in detail and we'll fix it right away. |
| user.tickets.content-suggestions_answered | We are pleased your question has been answered. Do you still | We are pleased your question has been answered. Do you still need | We are pleased your question has been answered. Do you still | |
| user.tickets.creator | Creator | Creator | Creator | |
| user.tickets.date_created | Date Created | Date Created | Date Created | |
| user.tickets.dont_add_me_to_ticket | No thanks | No thanks | No thanks | |
| user.tickets.download_pdf | Download PDF | Download PDF | Download PDF | |
| user.tickets.edit | Edit | Edit | Edit | |

Scroll to the bottom and click **Save**.

If you have more than one language installed on the helpdesk, you will probably want to repeat the change for each language.