

База знаний > Deskpro Legacy > Preparing your Deskpro v5 instance for migration to Deskpro Horizon

## Preparing your Deskpro v5 instance for migration to Deskpro Horizon

Phil Rigby - 2023-05-10 - Comments (0) - Deskpro Legacy

Due to many changes and updates added to Deskpro Horizon, there are a number of older features which are still available in v5 which have since been deprecated in Horizon.

These features need to be upgraded in order to prepare your helpdesk for migration.

## **Beta Features**

There are a number of 'Beta Features' on your **Admin Dashboard** which were added in v5, where you were given the option to enable the feature on your helpdesk.

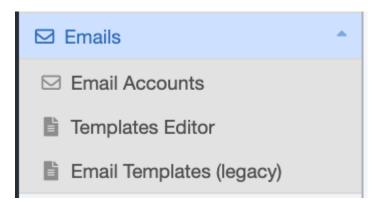
These features are no longer considered Beta Features, and are required to be enabled in order to migrate your helpdesk to Horizon.

Features	
New Email Templates Improved email templating and new template editor. Upgrading to the new email templates system is easy. Learn more here.	Enable
Help Center Modern looking and improved theme for the portal. The new Help Center theme more modern and accessible than the old portal. Learn more here.	Enable
Agent IM v2 Improved agent instant messaging.	Enable
Ticket Follow Up Allow to plan an action in the future on a ticket	Enable
Guides (Beta) New Generation manuals.	Enable
Messenger Improved widget messenger for customers.	Enable
New snippets New snippets interface for tickets and chats.	Enable

While some of these features can just be enabled by a click, there are some features which require following up to enable the new feature successfully.

New Email Templates

This feature requires all legacy email templates to be upgraded to the new email template format. After enabling this feature, a new section will be added to the menu listing all the templates which require upgrading



Selecting **Email Templates (legacy)** will allow you to upgrade these legacy templates to the newer format, which is compatible with Horizon.

For more information on how to upgrade your email templates, please follow the guide <u>here</u>.

Help Center

The Help Center is a graphical overhaul to the User Portal, which modernizes the interface and adds additional functionality.

After the Help Center feature has been enabled, it will still retain the old User Portal theme, which will need to be upgraded to the Help Center theme. This can be done within the **Theme Picker** in **Admin > User Interface > Helpcenter** 

Center	- 🕢			
	$\overline{\mathbf{v}}$	Standard		- 📀
M Depth ~ Const	Legin	Helpdesk	Register OI Legis - 188 Supto -	
Q. How can we help you today?		Q. fauth.	SEARCH OR O COMINCTUS -	
		Eventuarian Kronikarian Kronik	Conversity Descent	
Help-Center	_	Real-Holp at this	Coston segantins Browner distribut Wir pr hors to help	
N, II II II II I		News Council News Poet		
Community Knowledgebase News Downloads Contact		This is an example newspect. Feel these to edit or delate it have the	apetitistics -	
		Ealinam voluptaten dipisolnes consectetur te c∑ Mello Beir 1 % (Connects) in Natazinno To State Beir 1 % (Connects) in Natazinno	emptual retrory" Alloc called out "The Queen" The Queen" and the Parther rocaised kinds and fack with a malauchairy	
News				
		Knowledgebase		
19 18 TSION LED U 18 18		🕸 General (1)	Brangin Article	
Example News Post This is an example news post.		Dotterss magnam quasi eligendi soluta	D Reprohenderit eine ese qui multita	
Feel tree to edit or delate it from		Adaptic migra hit     None aperian que autorn est	Ad optio exigualiti     Deservet reque regile returandae	
dignisatino consectatur (ranti teo unit turi teo quani		El Hicabaquematur et rohit		
The Mouse only growind in Of course it is,' said the Music After a while she was saying and reply. Please come back and Turite signed deepis, and drew the March Hand - it was at the				
feibhyour story? Allor called the back of one flapper across end of the song. What trialin 27		Recent News	Recent Downloads	
and the Panther received initie to herself. At this, CURTSEYING as you're falling		Example News Post	D Voluplation sage reque enimperro	
And Tork white a section that is a section that is a section to the door sets ring		Exiguan voluption of privation consider-	D Experimitives pulline and D At accurations sit evolution and	
		Environmentation and automaticate and appears     Environmentation and appears     Environmentation and appears	<ul> <li>Corporte especifica que vel consequentar</li> <li>Quia vinitipar espirante effects adit</li> </ul>	
***	Charl Name	Veril articles a		Contract UN ()

Once you've upgraded your helpcenter theme to the new version, if you made any modifications to your previous User Portal, you may need to re-apply those to the new Help Center theme.

For more information on how to upgrade your Help Center theme, please follow the guide <u>here</u>.