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?

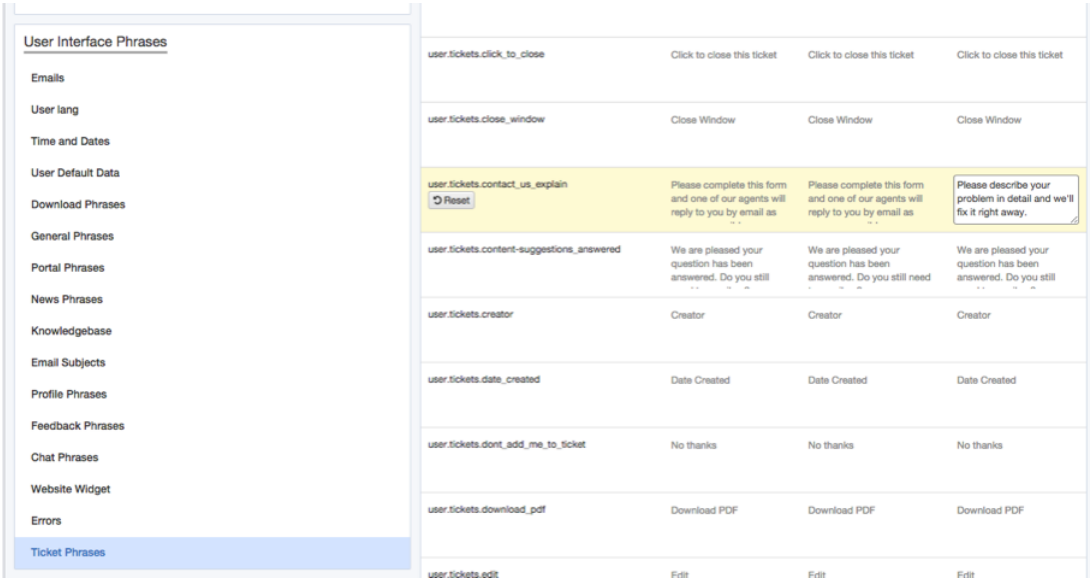
Answer:

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.



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.