

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?

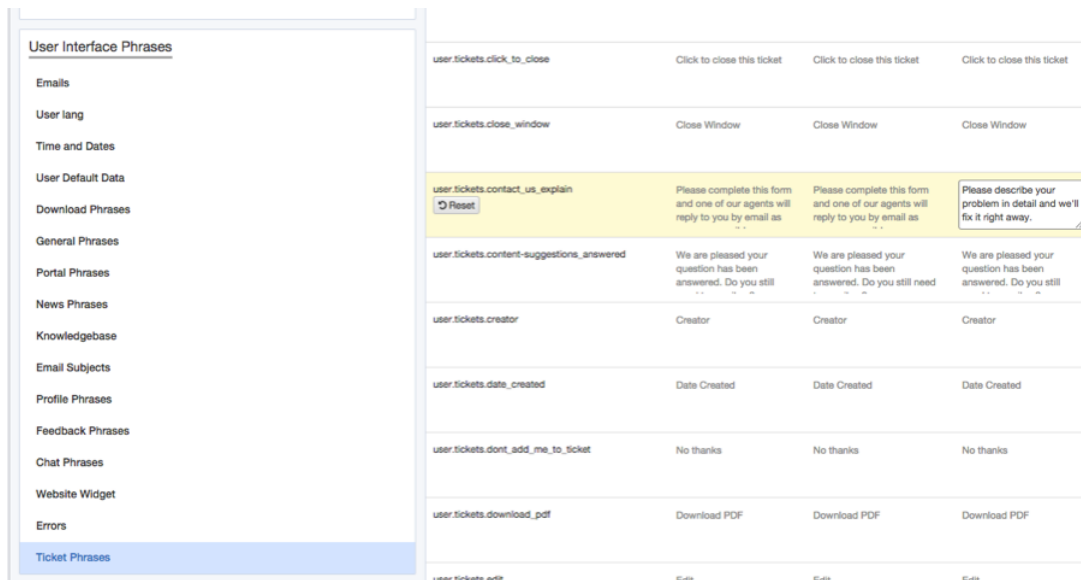
Answer:

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.



ID	Original Text	Custom	Custom
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	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.