



Can I change the title of the 'Department' field on the contact form?

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Question:

Is there a way to change the 'Department' field title on the contact form? We'd like to change this to something along the lines of "Which department do you need assistance from?"

Answer:

Yes, you can customize the title of the 'Department' field on the form (as well as most other phrases found on the Help Center). To do so, follow the steps below:

1. Go to **Admin > Configuration > Languages & Locales**.
2. For your default language, click '**Edit translations**'.

1. Go to the '**Help Center UI**' tab. You will be presented with a list of different phrases that relate to your help center. You can customize any of these.
2. Search for '**helpcenter.general.department**', click edit and enter your new title in the relevant language.
3. Scroll down to the bottom of the page and click '**Save**'.

The screenshot shows the Deskpro Phrase Translation interface. The main window displays a list of phrases categorized by object (e.g., Help Center General, Help Center Forms, Help Center Messenger) and language (e.g., English, French, Spanish, English (UK), Hebrew). A specific phrase, "Which department do you need assistance from?", is highlighted with a red box. The right side of the screen shows the "Edit: helpcenter.general.department" dialog for this phrase, with its various language translations and a "Save" button highlighted.

When you view the form now, the title should be updated.

The screenshot shows a "Contact Us" form. It includes fields for "Name *", "Email", and a dropdown menu for "Which department do you need assistance from? *". The dropdown menu is currently set to "IT Support" and is highlighted with a red box. The form also includes a subject field and a large text area for a message.