

How to customize default messages in Video Portal

Last Modified on 08/05/2025 11:23 am IDT

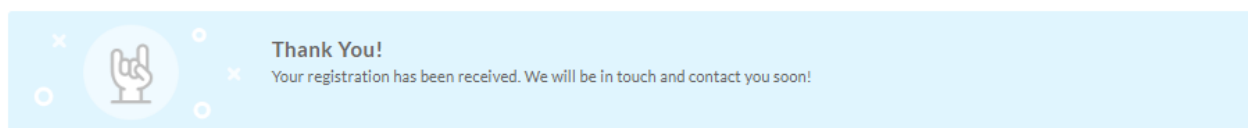
 This article is designated for administrators.

About

When a user performs a certain action, such as completing a registration process or trying to access unauthorized content, a default message is displayed. If you'd like to change the wording of a message or completely rewrite it to suit your brand's personality, you can do so using [language exception](#). Here are a couple of examples of how to change your default messages.

Changing the Thank You message

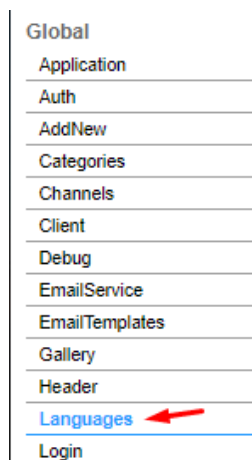
By default, the following message is displayed when a user completes the registration process for a media item.



Here's how it works

1. Go to your Configuration Management console and click on the [Languages](#) module. You can also navigate to it directly using a link:

https://{your_video_portal_URL}/admin/config/tab/languages.



2. In the Languages window, click **+Add Language Exception**.

Languages

DownloadLocaleText
Collapse

Download texts
update custom languages.

Download a Zip file with all texts for all languages for this instance. These resources can be used to create or

UploadCustomLanguage

Upload new custom language

+ Add "UploadCustomLanguage"

LanguageException

Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid'

+ Add LanguageException

3. Complete the following fields:

Language - Select the language you would like to apply the change to, if relevant.

msgid - Copy the exact text from the message you want to change.



You should copy one line at a time as each line is configured separately, for example, you can see we have *Thank You!* on one line in our set up. In addition, the text must be copied exactly as it appears on the message, including capital letters and punctuation.

4. **Exception** - Enter the new text to replace the existing text, in this instance, *You're the greatest!*

LanguageException

Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid'

+ Add LanguageException

SAVE CANCEL

Language

English - en

Choose the Language you would like to apply this change to.

msgid

Thank you!

Indicate what is the text you would like to change. You should copy the exact msgid from the PO file.

Exception

You're the greatest!

Enter the new text to replace the existing one.

SAVE CANCEL

5. Click **Save**.

6. Repeat steps 2-4 for each line of text.

LanguageException
Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid'
+ Add LanguageException

SAVE CANCEL

Language
English - en
Choose the Language you would like to apply this change to.

msgid
Your registration has been receive
Indicate what is the text you would like to change. You should copy the exact msgid from the PO file.

Exception
Your registration has been receive
Enter the new text to replace the existing one.

SAVE CANCEL

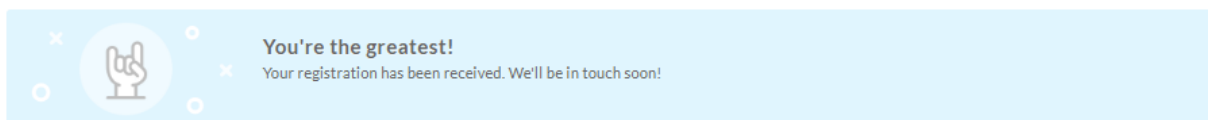
- After clicking **Save** each time, you'll see the list of exceptions you made which you can edit or delete if you change your mind.

LanguageException
Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid'
+ Add LanguageException

Language	msgid	Exception	Actions
en	Thank you!	You're the greatest!	EDIT CLONE DELETE
en	Your registration has been received. We will be in touch and contact you soon!	Your registration has been received. We'll be in touch soon!	EDIT CLONE DELETE

- When you've finished, scroll down the page and click **Save**.

The next time a user registers for a media item, they'll see this message.



Changing the Access Denied message

The Access Denied message is displayed when a user doesn't have the right to access content, for example, when sharing subscription links with users who aren't members of the channel or who weren't invited to the channel.



Access Denied

Sorry, you cannot access this page.
If the issue persists, please send the below information to customer care.

Session data:
NjAyOTQxN2FkNzJlZCwxNC8wMi8yMDIxiDAzOjI3OjU1LG55LW52cDEta21zLTc0NGQ=

Copy

To change the **Access Denied** message, follow steps 1-7 above.

In this instance, we've made changes to the top three lines of the message. This is the result:



Oooops!

Sorry but you can't access this page.

If the issue persists, please send the below information to customer support.

Session data:

NjQyMDRkNWRINDhjZCwyNi8wMy8yMDIzIDEzOjQ5OjE4LG55LW52cDEta21zLTJlZGl=

Copy

The following video demonstrates how to change an error message:

Changing text in the PO file

If you don't have the site's exact text available, then you can download the text and edit it in the PO file. Here's how:

1. From the **Languages** module, go to [DownloadLocaleText](#) and click **Download texts** to download the zip file with all the texts for your instance.
2. Select the relevant language PO file and open it with a text editor such as Notepad++ or Poedit.exe.
3. Retrieve the relevant source text (you can search using ctrl+F).
4. The msgid will remain the same and you can modify the msgstr with the specific text you'd like to change in the message.

```
default - Notepad
File Edit Format View Help

#: application/controllers/UserController.php:569
msgid "Invalid OTP Code"
msgstr ""

#: application/controllers/UserController.php:681
#: modules/recorder/controllers/IndexController.php:26
#: modulesCustom/core/recscheduling/controllers/IndexController.php:209
msgid "Sorry, you cannot access this page."
msgstr "Sorry, you cannot access this page."

#: application/controllers/UserController.php:753
#: application/controllers/UserController.php:877
#: application/views/scripts/partials/mymedia/eSearchFilterBar.phtml:25
#: application/views/scripts/partials/mymedia/searchBar.phtml:2
#: application/views/scripts/user/my-media.phtml:64
#: modules/addcontent/views/scripts/partials/eSearchMyMediaFilterBar.phtml:58
#: modules/addcontent/views/scripts/partials/header.phtml:58
```

When you've finished, [upload the file](#).



The session data and button may be removed with the CSS.

---- **CSS Sample to hide the session data and the button** ----

```
.error-msg .sub_heading .bold {  
  
display: none;  
  
}  
.error-msg .copy-wrap {  
  
display: none;  
  
}
```



If you are looking to customize the look and feel of your site, see the [Theming](#) module.