## **Customising System Messages and Prompts**

Customer Self Service features a variety of system messages and prompts that are customisable to business needs.

Most system messages, field labels and prompts can be maintained via Resource Maintenance.

## Step-by-step guide

To Customise a System Message or Prompt:

- 1. Login as an Administrator.
- 2. Navigate to 'Content' or 'Settings' --> 'Resource Maintenance' (zResourceMaintenance.aspx).
- 3. Type the message or keyword into the Search box at the top of the page.
- 4. Set the search parameters ('Contains' or 'Starts With'), and hit Enter or click 'Search'.
- 5. Locate the required record in the results list and select it via radio button.
- 6. Click 'Modify'.
- 7. The 'Resource Value' and 'Description' fields will become editable at the bottom of the page. Edit text as required.
  - Resource Value this is the message displayed to the customer. Text can be formatted with HTML if desired.
  - Description this is an explanation of the message's context; for reference by site Administrators.
- 8. Click 'OK' to save changes.