

# Templates

Twig is fully documented with a dedicated online book and full API documentation. For more information see: [\[link\]](#)

SupportPro ships with a default set of templates:

- resources/templates/frontend/default
- resources/templates/operator/default

## Unsupported - Periods within directory names

Please ensure your template directory name ("my-new-template" in the example below) does not contain any periods.

For small template changes we highly recommend to investigate whether it's possible to use our plugin eco system. This is more beneficial than the following 2 methods because it means you no longer have to maintain the changes between SupportPro versions.

For example, below we're going to change the default selected Priority on the Submit Ticket page that's visible to users:

1. Create a plugin, see [\[link\]](#) for more information.
2. Define a [\[link\]](#) for "frontend.footer" with the following JavaScript:

```
<script type="text/javascript">  var element =  
document.getElementById('priority');  if (element !== null) {
```

```
element.value = 1; }</script>
```

3. Above change 1 to the ID of the priority that you want to select.

There are several other use cases that are possible so we encourage you to read through the [redacted] plugin documentation.

If you're familiar with Git, we've made our templates available on Github ([redacted] and [redacted]), allowing you to have your own fork and build your templates in a way that can be tracked and automatically updated when new versions of SupportPro are released.

1. Visit the relevant repository at Github (linked above), login and click the 'Fork' button near the top right. This will set up a fork of the repository in your account.
2. Next clone the repository to your computer, you can find the clone link by clicking the 'Clone or download' button. For example for the frontend-template:

```
$ git clone https://github.com/username/frontend-template.git
```

3. You can now begin to make your changes, and can also commit them to your fork.
4. When ready to deploy, login to your server via FTP or control panel.
5. Browse to your SupportPro installation directory, and create a new template directory in resources/templates/frontend for example: resources/templates/frontend/custom\_template where custom\_template is the name of the new directory.
6. Upload all files from the repository

to resources/templates/frontend/custom\_template on your server.

When a new version of SupportPro is released, our resources repository is updated and those changes should be merged in to your own repository and any conflicts dealt with. Check Github's [ ] guide for more information on how to do this.

Alternatively if you aren't familiar with Git, you can simply copy and edit the template manually. Copy the default template to a new folder with the name of your choice.

When a new version of SupportPro is released, we add a list of resource changes ([ ]) to the release notes showing a diff of what has changed between releases. These changes should be copied in to your template to ensure it remains fully functional.

When working on your template, we recommend to keep the asset files (files under the resources/assets/ folder) the same, and instead create your own CSS or JS files that are loaded separately, making it easier to work with changes to assets files between releases.

1. To preview the new template, use the 'template' parameter in URLs, such as <https://www.yourdomain.com/support/admin/?template=my-new-template>
2. To activate the new template:
  1. Go to **Settings -> Core -> Brands** and select the brand you wish to set it for.
  2. Click the "Website" tab.

3. Change the Frontend or Operator Template to your new template.
4. Click Save.

3. If you're updating the operator template, you may need to also update your [REDACTED] if you currently have it set to a specific template (not '-- System Default --'). The same can be done for other operators through the [REDACTED] section.

We've made some of our helper functions available for use in templates, below are a few that you might find useful in your template changes.

If you need to display any user submitted content, it is best to purify the HTML to remove the risk of XSS. This can be done with the Purifier.clean method.

```
 {{ Purifier.clean(html_content) }}
```

Twig will automatically escape any HTML within a Twig tag. To stop this and display the code as it is, use the raw filter. Be careful to only do this on safe HTML that doesn't contain user submitted content.

```
 {{ html_content|raw }}
```

Creates a versioned URL for assets, so users download fresh assets on software updates.

```
<link href="{{ asset_rev('resources/assets/operator/css/main.css') }}" rel="stylesheet" type="text/css" />
```

Checks if the user is logged in, works for both frontend and operator panel.

```
{% if auth_check() %}
```

Fetches the authenticated user (or operator). Returns null if the user is not logged in.

```
{{ auth_user().formatted_name }}
```

Returns a formatted date for a timestamp based on the settings in the help desk.

```
{{ formatDate(item.created_at) }}
```

Returns a relative date for a timestamp, such as '2 days ago'.

```
{{ timeago(ticket.created_at) }}
```

By default, we only allow certain PHP functions to be used in the templates. You can add additional functions to the configuration if you'd like to use them in the Twig code, below is an example of adding the count() and substr() functions.

### Important

When upgrading to a new version of SupportPro please ensure that any new configuration changes are updated in your production copy. If you do not migrate changes, array elements may be overwritten and the policy will be incorrect.

Create a new file twigbridge.php in the /config/production folder instead of updating the twigbridge.php found in the main /config folder, this will mean your configuration is not lost when you update your system.

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```
<?php return [ 'extensions' => [ 'functions' => [
    'count', 'substr' ], ],];
```

Online URL: <https://docs.supportpro.vn/article/templates-251.html>