



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [How do I disable keyboard shortcuts?](#)

## How do I disable keyboard shortcuts?

Sangeetha Lakshminarayana - 2023-06-30 - [Comments \(0\)](#) - [Admin](#)

If you don't want Agents in your helpdesk to use the interface keyboard shortcuts (e.g. pressing T opens a new ticket if you are not typing into a text entry area), you can disable them. To do this, navigate to **Agents > Settings** and disable the **Keyboard Shortcuts** option to turn off shortcuts for all Agents.

---

Keyboard Shortcuts



Keyboard Shortcuts

Allow agent to use keyboard shortcuts.

---

- Tags
- [admin](#)