How can I change the display and format of date and time?

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You can customize the format that Deskpro uses to display dates and times in the Dates and Times section of **Admin > Help Center > Settings**.

The formatting will apply to the Agent interface and Help Center.

Enter the option under the **format character** column from the table below, that corresponds to the date layout you want to display.
Example

The date format M j Y means that when the interface needs to display a date, it will display something like "Jan 1 2017". If you wanted it to display, "1st January 15", you would edit the **Date format** field to read "jS F y."

Day

Example output	Description	Format character
01 31 to	Day of the month, 2 digits with leading zeros	d
Mon through Sun	A textual representation of a day, three letters	D
1 31 to	Day of the month without leading zeros	j
Sunday through Saturday	A full textual representation of the day of the week	l (lowercase 'L')
st, nd, rd or th. Works well with j	English ordinal suffix for the day of the month, 2 characters	S
0 365 through	The day of the year (starting from 0)	z

Week

Example output	Description	Format character
42	ISO-8601 week number of year, weeks starting on Monday	W

Month

Example output	Description	Format character
January through December	A full textual representation of a month, such as January or March	F
through 12 01	Numeric representation of a month, with leading zeros	m
Jan through Dec	A short textual representation of a month, three letters	M
through 12 1	Numeric representation of a month, without leading zeros	n

Year

Example output	Description	Format character
2003 ,1999	Full numeric year, 4 digits	Y
03 ,99	A two-digit representation of a year	y

Time

Example output	Description	Format character
am or pm	Lowercase Ante meridiem and Post meridiem	a
AM or PM	Uppercase Ante meridiem and Post meridiem	A
through 12 1	hour format of an hour without leading zeros-12	g
through 23 0	hour format of an hour without leading zeros-24	G
through 12 01	hour format of an hour with leading zeros-12	h
through 23 00	hour format of an hour with leading zeros-24	H
to 59 00	Minutes with leading zeros	i
through 59 00	Seconds, with leading zeros	s

Timezone

Example output	Description	Format character
if Daylight Saving 1 Time, 0 otherwise	Whether or not the date is in daylight saving time	(I (capital i

Example output	Description	Format character
0200+	Difference to Greenwich time (GMT) in hours	O
02:00+	Difference to Greenwich time (GMT) with a colon between hours and minutes	P

Full Date/Time

Example output	Description	Format character
2004-02-12T15:19:21+00:00	ISO 8601 date	c
Thu, 21 Dec 2000 16:01:07 +0200	RFC 2822 formatted date	r

Tags
date
localization
time