

## 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.

| Date and Time             |                 |                           |
|---------------------------|-----------------|---------------------------|
| Default Timezone          | UTC             |                           |
| Full date and time format | D, jS M Y g:i a | Fri, 23rd Jun 2023 1:42pm |
| Full date format          | D, jS M Y       | Fri, 23rd Jun 2023        |
| Date format               | M j Y           | Jun 23 2023               |
| Short date format         | M j             | Jun 23                    |
| Time format               | g:i a           | 1:42 pm                   |

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

| Format character  | Description  | Example output          |
|-------------------|--|-------------------------|
| d                 | Day of the month, 2 digits with leading zeros        | 01 to 31                |
| D                 | A textual representation of a day, three letters     | Mon through Sun         |
| j                 | Day of the month without leading zeros               | 1 to 31                 |
| l (lowercase 'L') | A full textual representation of the day of the week | Sunday through Saturday |

|   |   |                                     |
|---|---|-------------------------------------|
| S | English ordinal suffix for the day of the month, 2 characters | st, nd, rd or th. Works well with j |
| z | The day of the year (starting from 0)                         | 0 through 365                       |

## Week

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

## Month

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

## Year

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

## Time

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

|   |                             |               |
|---|-----------------------------|---------------|
| i | Minutes with leading zeros  | 00 to 59      |
| s | Seconds, with leading zeros | 00 through 59 |

## Timezone

| Format character | Description   | Example output                         |
|------------------|---|--|
| I (capital i)    | Whether or not the date is in daylight saving time                        | 1 if Daylight Saving Time, 0 otherwise |
| O                | Difference to Greenwich time (GMT) in hours                               | +0200                                  |
| P                | Difference to Greenwich time (GMT) with a colon between hours and minutes | +02:00                                 |

## Full Date/Time

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

Tags

date

localization

time