

## Upgrading to Deskpro Horizon: A Guide for Agents

Lara Proud - 2022-09-13 - Comment (1) - Deskpro Horizon Migration

### **Your Helpdesk is Changing**

The team at Deskpro has been working hard on a new and improved design and experience for the Agent Interface of your Deskpro helpdesk. If you are reading this article, it means you are shortly going to be upgraded to this new version - codenamed Deskpro Horizon.

Although the design has changed, we have worked hard to ensure the features and functionality you are familiar with, remain. It may take a few moments to get familiar with some changes to where things are (and to let you adjust your muscle memory) - this article is designed to walk you through the changes so you know what is coming.

#### Things to Know

1. Your admin will be able to tell you the scheduled date and time for your upgrade. We anticipate less than 30 minutes during which you will not be able to access the platform.
2. The URL you log in at has changed to