

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

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

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

The formatting will apply to the agent interface.

**Dates and Times**

Default Timezone

UTC

Full date and time format

D, jS M Y g:i a

Full date format

D, jS M Y

Date format

M j Y

Short date format

M j

Time format

g:i a

Send agent task reminders at

09:00

Enter the format characters from the table below that correspond to the date you want to display.

For 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".

| format character | Description                                   | Example output |
|------------------|---|----------------|
| <b>Day</b>       |   |                |
| 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                           |
| <b>Week</b>       |  |   |
| W                 | ISO-8601 week number of year, weeks starting on Monday             | Example: 42 (the 42nd week in the year) |
| <b>Month</b>      |  |   |
| 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                            |
| <b>Year</b>       |  |   |
| Y                 | A full numeric representation of a year, 4 digits                  | Examples: 1999 or 2003                  |
| y                 | A two digit representation of a year                               | Examples: 99 or 03                      |
| <b>Time</b>       |  |   |
| 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**

|               |   |  |
|---------------|---|--|
| e             | Timezone identifier   | UTC, GMT, Atlantic/Azores              |
| 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 colon between hours and minutes | +02:00                                 |
| T             | Timezone abbreviation   | EST, MDT                               |

#### **Full Date/Time**

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