

Setting Time Zone and Date/Time Formats

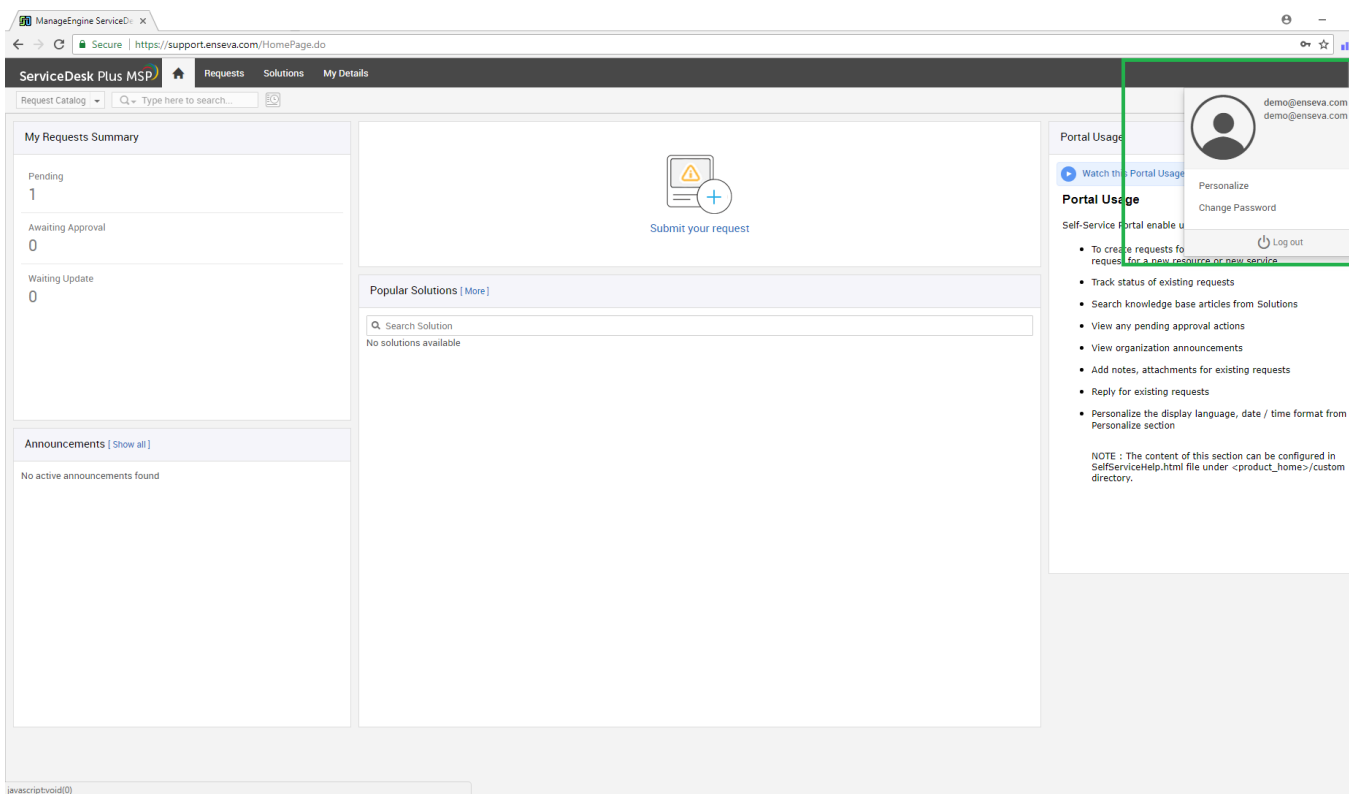
To make your account easier to manage it is important to be able to properly recognize date and time where it is displayed across the account.

For example, when making a service request, the time stamp shown for the due date and creation date can be formatted to your preference and based on your region.

We will discuss how to modify these settings in this tutorial.

Setting Time Zone and Date/Time Formats

1. Start by clicking on the User Menu in the upper-right corner of your account home page.



2. Click on Personalize.

The screenshot displays a web application interface. At the top right, there is a dark header bar with a user profile icon. Below this, a user profile card is visible, showing a circular profile picture and the email address 'demo@enseva.com'. To the left of the profile card, the 'Portal Usage' section is highlighted. Below the 'Portal Usage' header, there is a blue button with a play icon and the text 'Watch this Portal Usage'. The main content area of the 'Portal Usage' section is titled 'Portal Usage' and contains a list of features under the heading 'Self-Service Portal enable u'. The features listed are:

- To create requests for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

Below the list, a note states: 'NOTE : The content of this section can be configured in SelfServiceHelp.html file under <product_home>/custom directory.'

On the right side of the user profile card, there are three menu items: 'Personalize', 'Change Password', and 'Log out' (with a power icon).

3. On the pop-up window you will see where you can adjust the following settings

The screenshot shows a web browser window titled "ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome". The address bar shows a secure connection to <https://support.enseva.com/Language.do>. The page has two tabs: "Personalize" (active) and "Change Password". Under the "Personalize" tab, there are three dropdown menus: "Select Time Zone" set to "(GMT-6:00) Central Standard Time(America/Chicago)*", "Set Date format" set to "May 8, 2018", and "Set Time Format" set to "May 8, 2018 01:43 PM". At the bottom are "Save" and "Close" buttons.

4. Time Zone

Set the value for your region

This screenshot shows the same "Personalize" window, but the "Select Time Zone" dropdown menu is open, displaying a list of available time zones. The list includes: "(GMT-6:00) Central Standard Time(America/Chicago)*", "(GMT-6:00) Central Standard Time(America/Costa_Rica)" (which is highlighted in blue), "(GMT-6:00) Central Standard Time(America/El_Salvador)", "(GMT-6:00) Central Standard Time(America/Guatemala)", "(GMT-6:00) Central Standard Time(America/Indiana/Knox)*", "(GMT-6:00) Central Standard Time(America/Knox_IN)*", "(GMT-6:00) Central Standard Time(America/Managua)", "(GMT-6:00) Central Standard Time(America/Menominee)*", "(GMT-6:00) Central Standard Time(America/Merida)*", and "(GMT-6:00) Central Standard Time(America/Mexico_City)*". The other settings and buttons remain the same as in the previous screenshot.

5. Date Format

This will adjust the appearance of dates across your account (exa. 5 May, 2018 vs. May 5th, 2018)

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)*

Set Date format May 8, 2018

Set Time Format

- 2018.05.08
- 08.05.2018
- 2018, May 08
- Tue, 8 May 2018
- 08 May, 2018
- May 8, 2018

6. Time Format

This will adjust the appearance of date and time across your account. In most cases, this will take precedence over the Date Format setting

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)*

Set Date format May 8, 2018

Set Time Format

- May 8, 2018 01:38 PM
- 08/05/2018 01:38 PM
- 05/08/2018 01:38 PM
- 2018/05/08 01:38 PM
- 08/05/2018 13:38
- 05/08/2018 13:38

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