

Add seats for your team

Updated 14 October 2026 · unforged.ai/help/desk/add-seats-for-your-team

Everyone who works in Desk needs a seat. Two come with Desk, and you can give out as many extra seats as you need.

Before you start

Only your Desk super admin can give out seats, and seats go to members of your organisation. To invite someone new, see [Set up your organisation and invite your team](#).

1 Open Team and seats

Go to **Settings**, then **Team and seats**. You'll see everyone with a seat, their role and whether they're available for new work.

2 Choose who gets a seat

Under **Give someone a seat**, find them in **Person**. If the seat is an extra one, the hint shows what it adds to your monthly bill.

3 Choose their role

Pick **Reviewer** for someone who works their queue and Everyone's, or **Admin** for someone who also changes outcomes and rules and sees every queue.

4 Give the seat

Press **Give a seat**. They can use Desk straight away.

5 Change things later

Change someone's role from the list, or press **Remove** to take their seat back. To pass your own role on, press **Hand over**, choose who takes it and press **Hand over** again.

When someone is away

Anyone can press **Available** beside their own name to mark themselves **Away**, so new documents aren't shared out to them. Press it again when they're back.

If something goes wrong

The person you want isn't in the list.

They need to be a member of your organisation first. Invite them, wait for them to join, then give them a seat.

A colleague sees "You don't have a desk seat".

Give them a seat here. The page they see names you as the person to ask.