

Switch on a pack

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Packs add features that not every team needs, so Desk stays simple for everyone else. Switch one on and its pages and buttons appear for the whole team. Switch it off and they're hidden again, with nothing you recorded lost.

Before you start

You need to be an admin in Desk.

1

Open Packs

Go to **Settings** > **Packs**

Each pack says what it adds:

- **Time**, a Time tab on every matter, a timer, targets and time reports
- **Microsoft 365**, an Outlook add-in that files emails onto a matter
- **Legal practice**, redaction and court bundles for a matter's documents

2

Switch it on

Press the switch beside the pack. It says **On** straight away, and the rest of your team sees it the next time they open a page.

3

Set it up

Some packs have their own page in **Settings** once they're on. **Time** adds **Time**, for your financial year, daily target and activities. **Microsoft 365** adds **Outlook**, with the link your Microsoft 365 admin needs.

If something goes wrong

The switches are greyed out.

Only an admin in Desk can switch packs on or off. Ask your Desk super admin.