



[Using Deskpro](#) > [Admin](#) > [CRM](#) > [How do I remove the ability for users to change their password](#) < [قاعدة المعلومات](#) > [?password](#)

## How do I remove the ability for users to change their password?

[CRM](#) - [\(0\) تعليقات](#) - Christopher Nadeau - 2023-08-31

### Option 1: Disable Deskpro auth

If you are using an external auth provider such as Active Directory or SAML, then you may wish to totally disable the built-in Deskpro auth (which will also remove the password reset from the Help Center).

You can do this from **Admin > CRM > Auth & SSO**, and then toggle off the "Deskpro" option.

The screenshot shows the Deskpro Admin interface. On the left, a sidebar menu lists various sections: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, Usergroups, and Fields. The 'CRM' section is expanded, and 'User Auth & SSO' is selected. The main content area displays the 'User Authentication & SSO' settings. At the top, it shows 'Next Sync: Aug 2, 2023, 2:00:00 AM'. Below this, there are two main sections: 'Deskpro' and 'Active Directory Authentication'. The 'Deskpro' section has a toggle switch that is currently turned off (indicated by a red box in the original image). Below the toggle, it says 'Disabling Deskpro User Management, will mean agents cannot' and includes 'Manage', '23' users, and 'ID: 1' buttons. The 'Active Directory Authentication' section has a toggle switch that is currently turned on, and includes 'Manage', '0' users, 'ID: 4', and 'Sync' buttons.

### Option 2: Edit the templates to hide the option

If you want to keep Deskpro auth enabled but still want to disable the ability for users to reset their password, you need to modify the Helpcenter templates. Read more about editing templates in the admin guide: [Editing Help Center Templates](#).

From the template editor, find the template **Portal > User/profile-sidebar.html**. Find the HTML block that adds a link to the password page and remove it.

```
9         </li>
10     <li class="dp-po-account-sidebar-item">
11         <a href="{{ path('portal_user_profile_password') }}" class="dp-po
12         </i>
15         </a>
16     </li>
17 </li class="dp-po-account-sidebar-item">
```