Deskpro

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Change Password field visible when Deskpro has no control over the remote password
Collecting Feedback

- Jon Morby
- **Enw'r Fforwm:** #Feature Request

Using external authentication sources means Deskpro goes off and checks a read only field (LDAP, MySQL, etc) to see if the 2 passwords match. This is fantastic and we love it!

Unfortunately the "My Account" settings still shows a "Change Password" field even when the authentication source is LDAP (or whatever)

If (authentication source != local database) then don't display options would seem like a much more sensible approach imho

I can already see customers trying to change their password through Deskpro and raising additional support tickets saying it didn't work when all they need do is go to their mail account/control panel / etc and change the password there...