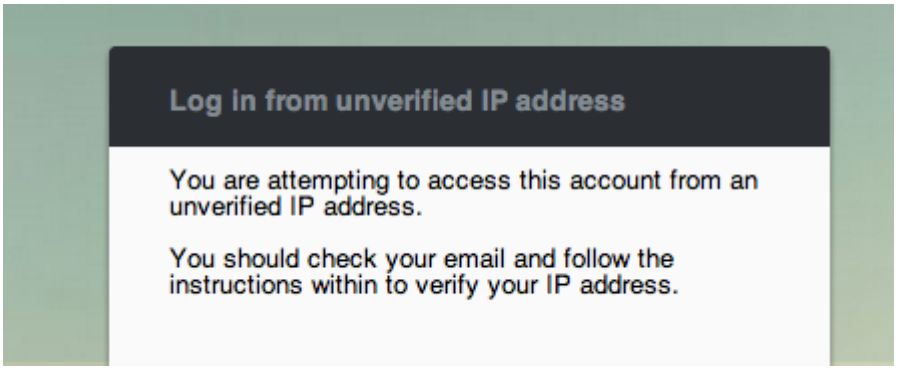
New Feature: Better Security With IP Whitelisting

2014-08-11 - Ben Henley - Kommentare (0) - Product

We know that keeping your helpdesk secure is vital. At the same time, you don't want cumbersome security measures to slow down your agents.

IP whitelisting is a powerful security measure that makes unauthorized access to your helpdesk much more difficult.

When it's enabled, agents can only log in from IP addresses that have been marked as trusted.



When an agent account attempts to log in from an untrusted IP address, they receive an email alert asking them to confirm that the IP is valid, simply by clicking a link.

You can choose the level of security you want: enable whitelisting for all agents, or just admins, and decide how long to trust an IP address before it has to be validated again.

You can enable IP whitelisting from **Admin > Agents > Settings** in the latest version of DeskPRO.