

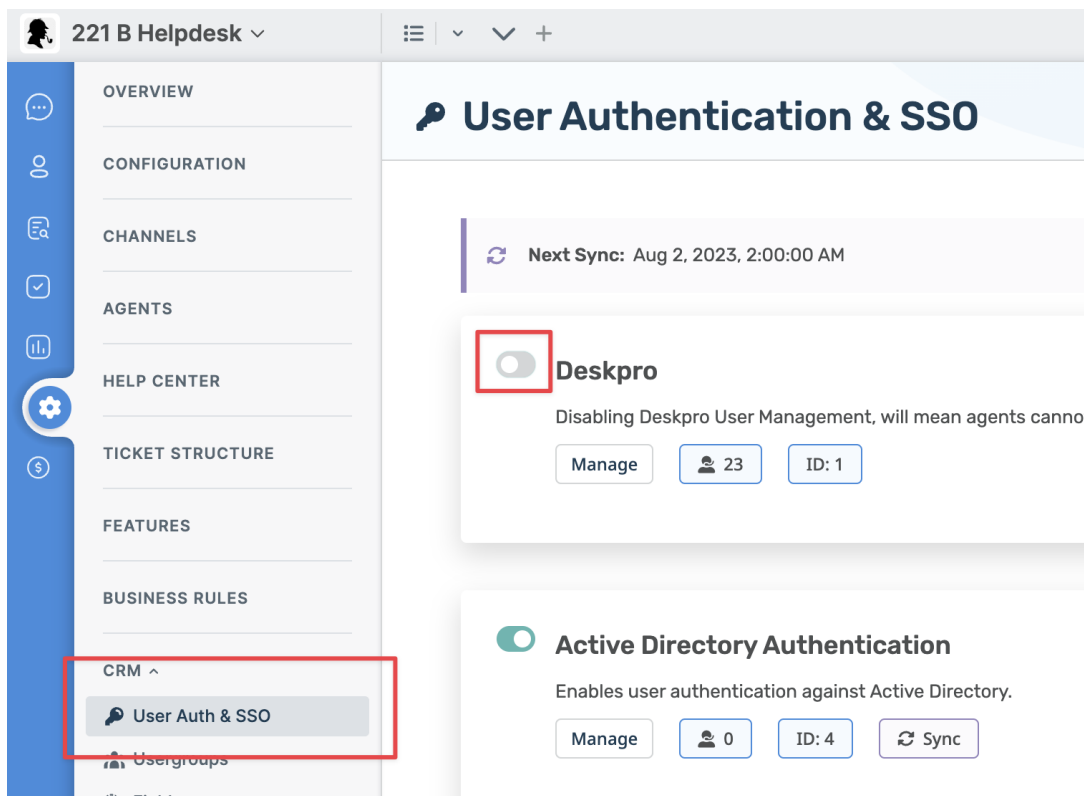
How do I remove the ability for users to change their password?

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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 displays the Deskpro Admin interface for '221 B Helpdesk'. The left sidebar contains a navigation menu with categories: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, and CRM. The CRM menu is expanded, showing 'User Auth & SSO' highlighted. The main content area is titled 'User Authentication & SSO'. It features a 'Next Sync' indicator for Aug 2, 2023, at 2:00:00 AM. The 'Deskpro' authentication method is shown with its toggle switch turned off, accompanied by a warning: 'Disabling Deskpro User Management, will mean agents cannot'. Below this are 'Manage', '23' users, and 'ID: 1' buttons. The 'Active Directory Authentication' method is shown with its toggle switch turned on, accompanied by the text 'Enables user authentication against Active Directory.' and '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">
```