Login as user works only to for primary brand Collecting Feedback

- Yuriy Andamasov
- **Forum name:** #Feature Request

Even if user setup to specific brand,
if you try to login as user, it will drop you to kb of default brand.
my primary brand on support.brand0.io and additional brand support.brand1.io
if i try to login as user from agent interface, it will always drop me to support.brand0.io

Comments (2)

Mitchell

5 years ago

We've noticed the same behaviour, you can work-around this by accessing the agent interface from support.brand1.io and then impersonate the user.

Eloise Rea

1 month ago

Hi Yuriy, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and while impersonating a user will go to the default brand, if you make the brand you want to view as the only brand enabled on the user, then you can see the other brand. I will move this topic over to feature request as I appreciate this solution isn't perfect!