I'm having trouble with being redirected to the wrong helpdesk address

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Question:

I changed the IP or custom domain for the helpdesk. Now, when I try to visit the portal or the agent interface, I get redirected to the wrong address. How can I fix this?

Answer:

You should be able to access the admin interface at /admin on the new address. Go to **Admin > Setup > Settings** and update the **Helpdesk URL** setting.