

## I've lost admin permissions and I'm locked out of Deskpro On-Premise

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### :Question

When I try to log into my admin account, I get a message that I don't have admin permissions. I think the account was changed to a normal agent by mistake. There's no other admin account I can use, so I'm locked out of Deskpro. Is there some way I can make a new admin account

### :Answer

:From the command line, run

```
php bin/console dp:agents make-admin
```

You will then be prompted to enter the email address of a user you want to promote to .admin

You can use

```
php /path_to_deskpro/bin/console dp:agents
```

.to see a list of agent accounts

.If this method doesn't work, you could edit the MySQL database directly

.In the **people** table, find your account and set **is\_agent=1** and **can\_admin=1**

Tags

admin

locked out

login

permission

permissions