

## ?What are the cookies that Deskpro uses

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As a user or agent using your helpdesk, Deskpro will set a number of cookies. These cookies are used to make the experience better and in some cases are essential for the proper .function of the software

.The table below describes the cookies set and what they are used for

Applies To	Type	Description	Name
Users, Agents	Essential / Session	These are session identifiers for each of the three major interfaces in Deskpro. A session ID is used to help store various state connected with your current browser session. For example, if you log-in, then the session ID is used to store the fact that you're logged-in. Without sessions, there'd be no way for Deskpro to save any state as you browsed around .the helpdesk	dpsid-admin dpsid-agent dpsid-portal

Users, Agents	Optional / Multi-session	If you clicked "Remember Me" on the login form, then a special token is saved in this cookie. When you come back to the site later in a different session, this token is used to automatically log you in so you don't need to login again.	dpreme
Users	Essential / Session	This is the language you have selected on the Deskpro portal. This is used to make the experience better on multi-lingual .helpdesks	dp_last_lang
Users	Essential / Session	This is a special security token that gets sent with any posted forms on the portal. This token ensures a malicious attacker can't impersonate your session or trick you into submitting forms that you didn't know about.	dp_csrf_token_
Users, Agents	Optional / Multi-session	This is a visitor token. This helps connect a single visitor through multiple sessions for things like votes on articles, comments, chats, and page views. For example, if you start a chat as a guest and then come back next week, we can use this visitor token to lookup your chat history to show you.	dp_v

Users	Optional/Multi-Session	These are used by the Messenger widget to optimise the loader, to allow the messenger widget to load faster after the first time it was .loaded	dpdefaultloader_assests_url, dpdefaultloader_time
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