

## I'm having trouble disabling HTTPS

Ben Henley - 2018-03-14 - Commentaire (1) - Using Deskpro

### **Question:**

I have disabled HTTPS on my Cloud helpdesk, but users who visit the http:// address are still redirected to https://. What's going on?

### **Answer:**

This can happen if you have installed an authentication app for users which requires HTTPS (e.g. Okta). You must either disable the authentication app or keep HTTPS enabled.

Mots clés

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