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# How do I remove the ability for users to change their password?

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## Option 1: Disable Deskpro auth

If you are using an external auth provider such as Active Directory or SAML, then you may wish to totally disable the built-in Deskpro auth (which will also remove the password reset from the Help Center).

You can do this from **Admin > CRM > Auth & SSO**, and then toggle off the “Deskpro” option.

The screenshot shows the Deskpro Admin interface with the following details:

- Left Sidebar:** A vertical sidebar with a blue header and a white footer. The white footer contains a red box highlighting the "User Auth & SSO" option under the CRM section.
- Header:** "221 B Helpdesk" with a dropdown arrow, and a toolbar with icons for list, search, and add.
- Page Title:** "User Authentication & SSO" with a key icon.
- Deskpro Section:** A card with a grey border and a red box around the "Deskpro" toggle switch. The switch is off (grey).
  - Text: "Disabling Deskpro User Management, will mean agents cannot"
  - Buttons: "Manage", "23", and "ID: 1".
- Active Directory Authentication Section:** A card with a blue border and a blue box around the "Active Directory Authentication" toggle switch. The switch is on (blue).
  - Text: "Enables user authentication against Active Directory."
  - Buttons: "Manage", "0", "ID: 4", and "Sync".

## Option 2: Edit the templates to hide the option

If you want to keep Deskpro auth enabled but still want to disable the ability for users to reset their password, you need to modify the Helpcenter templates. Read more about editing templates in the admin guide: [Editing Help Center Templates](#).

From the template editor, find the template **Portal > User/profile-sidebar.html**. Find the HTML block that adds a link to the password page and remove it.

```
9      </li>
10     <li class="dp-po-account-sidebar-item">
11       <a href="{{ path('portal_user_profile_password') }}" class="dp-po-account-sidebar-image dp-image-svg"
12         src="{{ asset('img/page-icons/password.svg', 'help_center') }}"
13         [Your password] <i class="dp-po-icon fal fa-angle-right"></i>
14       </a>
15     </li>
16   <li class="dp-po-account-sidebar-item">
```