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

James Godwin - 2023-08-24 - Comments (0) - Configuration

Question:

I changed the IP or custom domain for the helpdesk. Now, when I try to visit the Help Center 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 *`yourdomain.com`*`/app#/dashboard` on the new address. Go to **Admin > Configuration > Brands** and update the **Helpdesk URL** setting.