

I'm having trouble with getting CAPTCHAs every time I try to log in

Thomas Rolfe - 2023-09-13 - Comments (0) - Admin

If you have multiple agents logging in to Deskpro from the same IP address, Deskpro's login rate limiting will kick in and show a reCAPTCHA test (where you have to enter numbers to prove you're not a robot).

To stop this happening, go to **Admin > Data > Security > Rate Limiting > Allow list IP Addresses**. Click Add IP and enter the IP addresses that your agents connect from in the Whitelist IP Addresses field (separated by commas).

Rate Limiting

☒ Rate limiting

Allow list IP addresses

Enter IPs you wish to be exempted from the following rate limiting restrictions. When entering IP addresses please use the following format: 192.168.1.1, 192.168.*, 192.168.1.0/24, 2000:ff90:0/32

Exempt IPs 0

[+ Add IP](#)

This will disable the CAPTCHA when somebody tries to log in from one of the IP addresses you enter.

Alternatively, you can disable rate limiting altogether. This will disable the CAPTCHA challenge altogether - but note that accounts will still be locked temporarily if there are too many failed login attempts (as set in **Admin > Data > Security > Rate Limiting**).