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## I've lost admin permissions and I'm locked out of Deskpro On-Premise

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## **Question:**

When I try to log into my admin account, I get a message that I don't have admin permissions. I think the account was changed to a normal agent by mistake. There's no other admin account I can use, so I'm locked out of Deskpro. Is there some way I can make a new admin account?

## **Answer:**

From the command line, run:

php bin/console dp:agents make-admin

You will then be prompted to enter the email address of a user you want to promote to admin.

You can use

php /path\_to\_deskpro/bin/console dp:agents
to see a list of agent accounts.

If this method doesn't work, you could edit the MySQL database directly.

In the **people** table, find your account and set **is\_agent=1** and **can\_admin=1**.

Tags			
admin			
locked out			
login			
permission			
permissions			