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

Ben Henley - 2023-08-24 - Comments (0) - Deskpro Legacy

Question:

I changed the IP or custom domain for the helpdesk. Now, when I try to visit the portal 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 /admin on the new address. Go to **Admin > Setup > Settings** and update the **Helpdesk URL** setting.