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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. On the left, there's a sidebar with various sections: Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM (which is expanded to show User Auth & SSO, which is highlighted with a red box), Usergroups, and Fields. The main content area is titled "User Authentication & SSO". It shows a "Next Sync: Aug 2, 2023, 2:00:00 AM". There are two main sections: "Deskpro" (disabled) and "Active Directory Authentication" (enabled). Each section has a "Manage" button, a user count (23 for Deskpro, 0 for Active Directory), and a "Sync" button. The "Deskpro" section also has a note: "Disabling Deskpro User Management, will mean agents cannot".

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">
```