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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 for '221 B Helpdesk'. The left sidebar contains a menu with items: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM (expanded), Usergroups, and Fields. The 'CRM' menu item is highlighted with a red box. The main content area is titled 'User Authentication & SSO'. It shows a 'Next Sync' notification for 'Aug 2, 2023, 2:00:00 AM'. Below this, there are two main sections: 'Deskpro' and 'Active Directory Authentication'. The 'Deskpro' section has a toggle switch that is turned off (indicated by a red box around the toggle), and a description: 'Disabling Deskpro User Management, will mean agents cannot'. It includes a 'Manage' button, a user count of '23', and an 'ID: 1'. The 'Active Directory Authentication' section has a toggle switch that is turned on, and a description: 'Enables user authentication against Active Directory.' It includes a 'Manage' button, a user count of '0', an 'ID: 4', and a 'Sync' button.

### 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
12         </i>
15         </a>
16     </li>
17 </li class="dp-po-account-sidebar-item">
```