

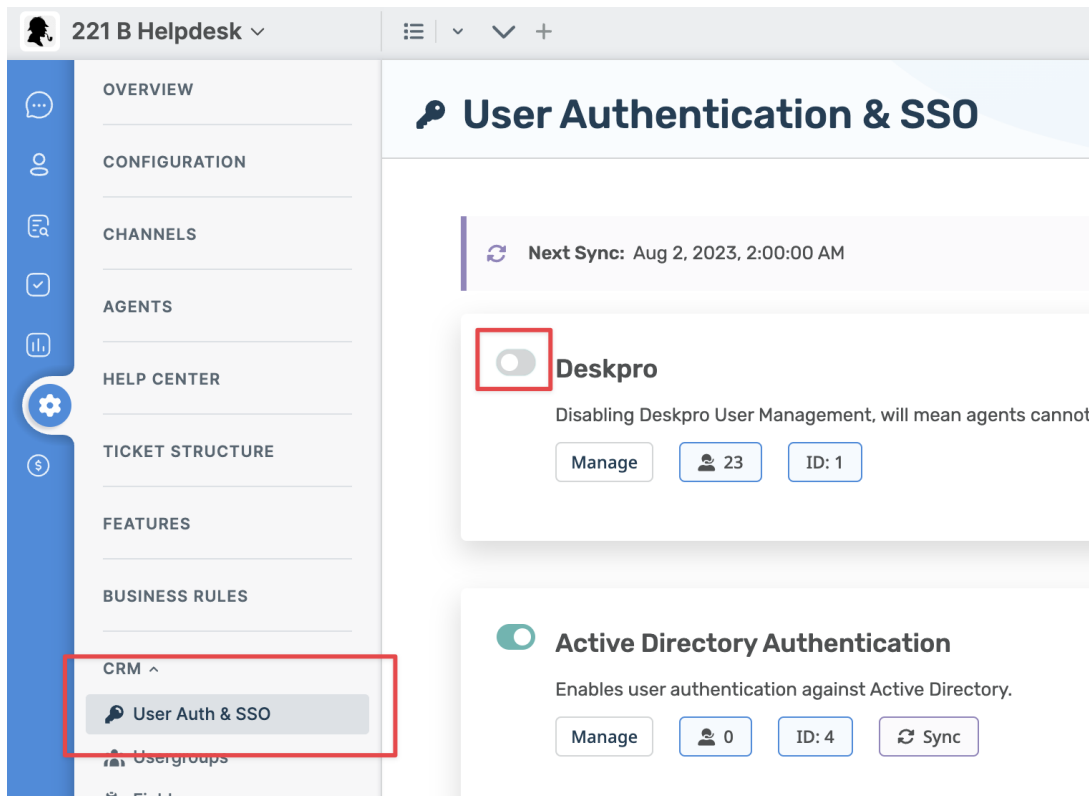
How do I remove the ability for users to change their password?

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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), User Auth & SSO (highlighted with a red box), Usergroups, and Fields. The main content area is titled 'User Authentication & SSO'. It features a 'Next Sync' indicator for Aug 2, 2023, 2:00:00 AM. Below this, there are two configuration cards. The first card, 'Deskpro', has a toggle switch turned off (highlighted with a red box) and a description: 'Disabling Deskpro User Management, will mean agents cannot'. It includes a 'Manage' button, a user count of 23, and an ID of 1. The second card, 'Active Directory Authentication', has a toggle switch turned on and a description: 'Enables user authentication against Active Directory.' It includes a 'Manage' button, a user count of 0, an ID of 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">
```