

What are the cookies that Deskpro uses?

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As a user or agent using your helpdesk, Deskpro will set a number of cookies. These cookies are used to make the experience better and in some cases are essential for the proper function of the software.

The table below describes the cookies set and what they are used for.

| Name | Description | Type | Applies To |
|--|---|---------------------|------------------|
| dpsid-admin dpsid-agent dpsid-portal | These are session identifiers for each of the three major interfaces in Deskpro. A session ID is used to help store various state connected with your current browser session. For example, if you log-in, then the session ID is used to store the fact that you're logged-in. Without sessions, there'd be no way for Deskpro to save any state as you browsed around the helpdesk. | Essential / Session | Users, Agents |

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|----------------|---|--------------------------|---------------|
| dpreme | If you clicked "Remember Me" on the login form, then a special token is saved in this cookie. When you come back to the site later in a different session, this token is used to automatically log you in so you don't need to login again. | Optional / Multi-session | Users, Agents |
| dp_last_lang | This is the language you have selected on the Deskpro portal. This is used to make the experience better on multi-lingual helpdesks. | Essential / Session | Users |
| _dp_csrf_token | This is a special security token that gets sent with any posted forms on the portal. This token ensures a malicious attacker can't impersonate your session or trick you into submitting forms that you didn't know about. | Essential / Session | Users |
| dp__v | This is a visitor token. This helps connect a single visitor through multiple sessions for things like votes on articles, comments, chats, and page views. For example, if you start a chat as a guest and then come back next week, we can use this visitor token to lookup your chat history to show you. | Optional / Multi-session | Users, Agents |

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|--|---|------------------------|-------|
| dpdefaultloader_assests_url, dpdefualtloader_time | These are used by the Messenger widget to optimise the loader, to allow the messenger widget to load faster after the first time it was loaded. | Optional/Multi-Session | Users |
|--|---|------------------------|-------|