

## How do I change the logo on the agent login screen?

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### **Question:**

We set our company logo to appear on the agent and admin interface login screen, but now it has been redesigned. Where do I go to update the logo?

### **Answer:**

Go to **Admin > Agents > Settings** and you will see the **Logo** section at the bottom. Click the old logo and you will be prompted to upload the new one as an image file, and press Save to keep the changes.

- Admin Dashboard
- Setup
- Agents**
  - Agents
  - Auth & SSO
  - Teams
  - Permission Groups
  - Audit Logs
- Settings**
- Tickets
- Emails
- CRM
- User Interface
- Chat
- Apps
- Tasks

### Agent Notifications

Disable all email notifications

This setting disables all email notifications based on subscriptions (the ones set in t

### Agent Password Policy

Standard Password Policy

Passwords must be at least 5 characters long. No other requirements are enforced.

Custom Password Policy

### Session Settings

Session Lifetime

seconds

Sessions that are not touched for this long will expire. This allows the system to clea

Require Activity

Enable this to log out agents who are idle. Otherwise, sessions will be kept alive if C

Enable "Remember Me"

Enable this to allow agents to check "Remember Me" so they don't have to log in ag

### IP Whitelisting

Use IP Whitelisting

When IP whitelisting is enabled, agents can only log in from IP addresses that have

Enable Keyboard Shortcuts

### Logo

