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I'm having trouble with being redirected to the wrong helpdesk address

James Godwin - 2023-08-24 - Kommentarer (0) - Configuration

Question:

I changed the IP or custom domain for the helpdesk. Now, when I try to visit the Help Center or the agent interface, I get redirected to the wrong address. How can I fix this?

Answer:

You should be able to access the admin interface at yourdomain.com/app#/dashboard on the new address. Go to Admin > Configuration > Brands and update the Helpdesk URL setting.