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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 with the following details:

- Left Sidebar:** A vertical sidebar with icons for User, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, User Auth & SSO (highlighted with a red box), Usergroups, and Fields.
- Header:** 221 B Helpdesk
- Page Title:** User Authentication & SSO
- Deskpro Section:** Next Sync: Aug 2, 2023, 2:00:00 AM. A toggle switch labeled "Deskpro" is shown as off (gray). Below it, text says: "Disabling Deskpro User Management, will mean agents cannot". Buttons: Manage, 23 users, ID: 1.
- Active Directory Authentication Section:** A toggle switch labeled "Active Directory Authentication" is shown as on (green). Below it, text says: "Enables user authentication against Active Directory". Buttons: Manage, 0 users, ID: 4, Sync.

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-account-sidebar-image dp-image-svg"
12         src="{{ asset('img/page-icons/password.svg', 'help_center') }}"
13         [Your password] <i class="dp-po-icon fal fa-angle-right"></i>
14       </a>
15     </li>
16   <li class="dp-po-account-sidebar-item">
```