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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 for '221 B Helpdesk'. The left sidebar contains a menu with items like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, and CRM. The 'CRM' menu is expanded, and 'User Auth & SSO' is highlighted with a red box. The main content area is titled 'User Authentication & SSO'. It shows a 'Next Sync' notification for Aug 2, 2023, at 2:00:00 AM. Below that, the 'Deskpro' toggle switch is turned off (indicated by a red box around the switch), with a note: 'Disabling Deskpro User Management, will mean agents cannot'. There are buttons for 'Manage', '23' users, and 'ID: 1'. Below this, 'Active Directory Authentication' is shown as enabled (toggle switch is on), with a note: 'Enables user authentication against Active Directory.' It has buttons for 'Manage', '0' users, 'ID: 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">
```