

Enable HTTPS (SSL)

https ensures encrypted transport of communication between your customers and your server. A number of third-party integrations require your installation to use https. We recommend to redirect http traffic to https using web server redirects.

Please consult your web server documentation for steps on how to achieve this.

Once you have a working SSL certificate on your server, you should enable SSL mode to force all connections to the help desk to be secure.

Go to *Settings* and toggle the *Enable SSL* option.

Please ensure you can see the frontend load correctly in the popup that shows before clicking 'Yes'. Enabling SSL mode without https working will break your installation and you will need to disable it using the steps below.

If you have multiple brands, you can enable/disable SSL mode for individual brands under the ██████████.

It's possible for SupportPro to get stuck in a redirect loop if when Enable SSL is toggled on, and the web server is not listening for connections on port 443 (HTTPS). In this scenario, you can manually bypass the SSL redirection in order to regain access to your help desk:

1. Clear your browser cache.

SupportPro redirects http to https using a 301 Permanent redirect. Permanent redirects are remembered by your web server so it's necessary to clear the cache.

2. [REDACTED] to include:

```
"force_disable_ssl" => true,
```

3. Login to the operator panel via HTTP (not HTTPS). For example:

```
http://www.support.company.com/admin/login
```

4. Follow [REDACTED] (above) to toggle the setting back off again.

Online URL: <https://docs.supportpro.vn/article/enable-https-ssl-179.html>