

Plugins

Plugins are general add-ons that provide extra functionality that is separate to the core features of the help desk. Each plugin is independent and can be easily activated or deactivated.

By default the table is sorted alphabetically by the plugin name. Once the table has loaded you're able to change the sort column by clicking the up/down arrows:

- Down arrow: descending order
- Up arrow: ascending order

This action is only temporary and will disappear once the page has been reloaded.

It's possible to filter plugins based on their containing text and type:

1. Visit **Add-ons -> Plugins** and click "Filter Results".
2. Search terms:
 1. **Name** - Partial search for the plugin name, for example "ble" would find "Blesta Information".
 2. **Status** - Whether the plugin is active, inactive or has an upgrade pending.
 3. **Description** - Partial search for the plugin description.
3. The table will be filtered automatically as you enter search terms.

To activate a plugin, please follow the following steps.

1. Visit **Add-ons -> Plugins**.
2. Search for the plugin you wish to activate (see [REDACTED]).
3. Click the 'Activate' link located on the left of the table.
4. The page will reload confirming the plugin has been activated.

For guides on our existing plugins and how to configure them, please check our [REDACTED] page.

Read our documentation on building your own useful plugin.

To deactivate a plugin, follow the below steps:

1. Visit **Add-ons -> Plugins**.
2. Search for the plugin you wish to deactivate (see [REDACTED]).
3. Click the 'Deactivate' link located on the left of the table.
4. The page will reload confirming the plugin has been deactivated.


Uninstalling will permanently remove the plugin from the system, and it can only be recovered by re-uploading the files again. It would be recommended to only [REDACTED] the plugin instead.

To uninstall a plugin, follow the below steps:

1. Visit **Add-ons -> Plugins**.
2. Search for the plugin you wish to uninstall (see [REDACTED]).

3. Click the 'Uninstall' link located on the left of the table.
4. Tick the options and click on the button, "Yes, Delete Plugin", that pops up confirming you would like to delete this plugin, and it will now be uninstalled from the system.

To restrict or allow access to a plugin, follow the below steps:

1. First activate the plugin (see ) if you haven't already.
2. Go to **Settings -> Users -> Operator Roles** and select the relevant role.
3. Scroll down to the Plugins section and check/uncheck the plugin as needed.
4. Make sure the same is done in any other roles as needed.

Online URL: <https://docs.supportpro.vn/article/plugins-299.html>