

# IP Whitelist

Often users we trust are banned from the help desk due to too many failed login attempts. To prevent these trusted users from being blocked by an IP ban, their IP addresses can be added to the IP whitelist.

By default the table is sorted alphabetically by event. 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 the IP whitelist by IP address:

1. Visit **Settings -> Core -> IP Whitelist** and click "Filter Results".
2. Search terms:
  1. **IP** - Partial search for the IP address, for example "127" would find "127.0.0.1".
  2. **Description** - Optionally search for the reason the IP address was whitelisted.
3. The table will be filtered automatically as you enter search terms.

To add a new IP address to the whitelist, or update an existing ip address, please follow the following steps.

1. Visit **Settings -> Core -> IP Whitelist**. If you're adding a new IP address to the whitelist click "Add IP Whitelist", or if you're updating an existing IP address, search for it and click the edit (pencil) icon on the right side of the table row.
2. Complete the input fields:
  1. **Event** - Control which events the IP ban applies to.
  2. **IP** - The user's IP address that you would like to ban - ensure there's no additional whitespace.
  3. **Description** - Optionally describe why the IP address has been banned for future reference.
3. Click the "Submit" button.

To delete an IP from the whitelist, follow the below steps:

1. Visit **Settings -> Core -> IP Whitelist**.
2. Search for the IP address you wish to delete (see  ).
3. Click the delete (cross) icon located on the right of the table.
4. Click on the left button, "Yes, Delete IP Whitelist", that pops up confirming you would like to delete this IP and it will now be deleted.

Online URL: <https://docs.supportpro.vn/article/ip-whitelist-43.html>