General Settings

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Setting Name	Description
Default Brand	Set the default brand that is used by the system be found (checks the URL). This will usually be y
Admin Folder	The name of the folder accessed to visit the oper value to something unique and unknown to users to access the URL.
Enable SSL	If you wish to force access to the help desk, from Please ensure that your SSL works before enabl website.
Pretty URLs	This option will remove index.php from URLs and allowed in the directory, or an alternative web se should be disabled if you do not have Apache me disabled will just add index.php to URLs when according to the control of the contro
Maintenance Mode	If you are carrying out some work and/or wish for can use this option to disable the frontend. Reme
Setting Name	Description
Setting Name Cumulative Attachment Size Limit	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk.
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Cumulative Attachment Size Limit Include Operator Name	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted na
Cumulative Attachment Size Limit Include Operator Name Include Department Name	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted na lf you wish to include the department name in in The method used for sending email by the system
Cumulative Attachment Size Limit Include Operator Name Include Department Name Email Method	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted na lf you wish to include the department name in in The method used for sending email by the system and requires setting up further fields to connect via
Cumulative Attachment Size Limit Include Operator Name Include Department Name Email Method Setting Name	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted natify you wish to include the department name in in The method used for sending email by the system and requires setting up further fields to connect via Description
Cumulative Attachment Size Limit Include Operator Name Include Department Name Email Method Setting Name Default User Country	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted natifyou wish to include the department name in in The method used for sending email by the system and requires setting up further fields to connect via Description The country that is selected by default for the country that the co
Cumulative Attachment Size Limit Include Operator Name Include Department Name Email Method Setting Name Default User Country System Timezone	The total file size limit for all attachments that are try to fit what it can within the limit if there are mumeans 5 megabytes. Set to 0 to not send any attachments via the help desk. If you wish to include the operator's formatted na If you wish to include the department name in in The method used for sending email by the system and requires setting up further fields to connect via the country that is selected by default for the country default timezone that the system operates in

Language Dropdown	If users and operators should have the option to
Include Locale in URI	Toggle to remove the locale e.g. /en/ from all hell only one active language in the system, it will not
Setting Name	Description
SimpleAuth Key	The key used for . We recommend a
Allow for Operators	SimpleAuth is only available for users by default.
	can be security risks if care is not taken when im
Setting Name	Description
Captcha Type	The type of Captcha to use throughout the syste configuration, but you can switch to Google reCA option. If switching, the site key and secret key make saving the settings. The Captcha can also be dis

- 1. Visit the page, and scroll down to the "Register a new site" section.
- 2. Enter a label for the site (it's not important) and select either reCAPTCHA v2 or Invisble reCAPTCHA.
- 3. Enter the domain(s) (brand domains/subdomains) that the help desk is installed on, accept the terms of service and hit the "Register" button.
- 4. The next page will show your site key and secret key.
- 5. Visit **Settings** in the operator panel and click on the "Captcha" tab. Select the right Captcha type and copy over the site and secret key.
- 6. Hit "Save".

Setting Name	Description
Debug Mode	Debug mode will display errors to the user. Only
	development of a plugin or widget. Errors are oth

Online URL: https://docs.supportpro.vn/article/general-settings-61.html