

# General Settings

Setting Name	Description
Default Brand	Set the default brand that is used by the system to be found (checks the URL). This will usually be your domain name.
Admin Folder	The name of the folder accessed to visit the operator's help desk. Set this 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 a secure connection. Please ensure that your SSL works before enabling this option on your website.
Pretty URLs	This option will remove index.php from URLs and is not supported if not allowed in the directory, or an alternative web server. If not supported should be disabled if you do not have Apache mod_rewrite enabled. If disabled will just add index.php to URLs when accessed.
Maintenance Mode	If you are carrying out some work and/or wish for the help desk to be unavailable, you can use this option to disable the frontend. Remember to turn it off when you are finished.
Setting Name	Description
Cumulative Attachment Size Limit	The total file size limit for all attachments that are sent via the help desk. Try to fit what it can within the limit if there are multiple attachments. 5 means 5 megabytes. Set to 0 to not send any attachments via the help desk.
Include Operator Name	If you wish to include the operator's formatted name in the email.
Include Department Name	If you wish to include the department name in the email.
Email Method	The method used for sending email by the system. Requires setting up further fields to connect with your email provider.
Setting Name	Description
Default User Country	The country that is selected by default for the country dropdown.
System Timezone	The default timezone that the system operates in.
Date Format	The format of all dates displayed by the system.
Time Format	The format of all times displayed by the system.
Default Language	Set the default language for both the frontend and the help desk.

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 hel only one active language in the system, it will no

Setting Name	Description
SimpleAuth Key	The key used for [REDACTED]. 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 m saving the settings. The Captcha can also be dis

1. Visit the [REDACTED] 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 Invisible 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>