# User General Settings

The general tab holds any settings that apply to the whole help desk.

| Setting Name | Description |
| --- | --- |
| Use Gravatar | Allows you to disable [ ] throughout the sy avatar to it's registered users. When Gravatar is secure.gravatar.com with an MD5 hash of each hash may also be publicly visible in the frontend |

The user tab holds any settings that specifically apply to users, or customers, of the help desk.

| Setting Name | Description |
| --- | --- |
| Name Format | Define the name format used for displaying user display "John Smith" in various formats: <br><br> • **First Last** - John Smith <br> • **Last First** - Smith John <br> • **First L.** - John S. <br> • **F. Last** - J. Smith <br> • **First** - John <br> • **Last** - Smith |
| User Registration Enabled | Allows you to enable or disable the registration fo operators in the operator panel. Any users who c database but will not be able to login. |
| User Registration Captcha | Allows you to show or hide the captcha that is sh |
| Password Length | Enforce a minimum password length for users wh default password length for users is set to 6 char |

| Password Strength | Enforce password strength requirements for user a minimum strength is not enforced. |
|---|---|
| Force 2FA | Force two-factor authentication on all user accou have it enabled already. |
| Ban IP after Failed Logins | The number of failed logins a user can make on will disable IP bans for users in the frontend com |
| Length of IP Ban | The length of the automatic IP ban that comes fr |

| Setting Name | Description |
|---|---|
| Name Format | Define the name format used for displaying oper could display "John Smith" in various formats:<br><br>• **First Last** - John Smith<br>• **Last First** - Smith John<br>• **First L.** - John S.<br>• **F. Last** - J. Smith<br>• **First** - John<br>• **Last** - Smith |
| Enable LDAP Login | Allow operators to optionally login using their LD enabled, a new "LDAP Accounts" link will appea |
| Password Length | Enforce a minimum password length for operato password length for operators is set to 8 charact |
| Password Strength | Enforce password strength requirements for use a minimum strength is not enforced. |
| Force 2FA | Force two-factor authentication on all operators they do not have it enabled already. |
| Ban IP after Failed Logins | The number of failed logins an operator can mak banned. Setting to 0 will disable IP bans for oper |
| Length of IP Ban | The length of the automatic IP ban that comes fr |

| Setting Name | Description |
|---|---|
| Organisations Enabled | Allows organisation support to be disabled, usefu organisation information. |
| Organisation Manager Notifications | Whether organisation managers should be email users. This is a default setting and can be overri |