

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 <input type="checkbox"/> throughout the system to its registered users. When Gravatar is enabled, it uses secure.gravatar.com with an MD5 hash of each user's email address. The 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 names. You can display "John Smith" in various formats: <ul style="list-style-type: none">• First Last - John Smith• Last First - Smith John• First L. - John S.• F. Last - J. Smith• First - John• Last - Smith
User Registration Enabled	Allows you to enable or disable the registration for new operators in the operator panel. Any users who are already in the database but will not be able to login.
User Registration Captcha	Allows you to show or hide the captcha that is shown when registering a new user.
Password Length	Enforce a minimum password length for users. The default password length for users is set to 6 characters.

Password Strength	Enforce password strength requirements for users. If a minimum strength is not enforced.
Force 2FA	Force two-factor authentication on all user accounts that do not have it enabled already.
Ban IP after Failed Logins	The number of failed logins a user can make on the system before they will be disabled. Setting to 0 will disable IP bans for users in the frontend component.
Length of IP Ban	The length of the automatic IP ban that comes from the system.
Setting Name	Description
Name Format	Define the name format used for displaying operator names. The system could display "John Smith" in various formats: <ul style="list-style-type: none"> • First Last - John Smith • Last First - Smith John • First L. - John S. • F. Last - J. Smith • First - John • Last - Smith
Enable LDAP Login	Allow operators to optionally login using their LDAP accounts. If enabled, a new "LDAP Accounts" link will appear in the user management interface.
Password Length	Enforce a minimum password length for operator accounts. The password length for operators is set to 8 characters.
Password Strength	Enforce password strength requirements for users. If a minimum strength is not enforced.
Force 2FA	Force two-factor authentication on all operators accounts that do not have it enabled already.
Ban IP after Failed Logins	The number of failed logins an operator can make on the system before they will be banned. Setting to 0 will disable IP bans for operators.
Length of IP Ban	The length of the automatic IP ban that comes from the system.
Setting Name	Description
Organisations Enabled	Allows organisation support to be disabled, useful for environments where organisation information is not needed.
Organisation Manager Notifications	Whether organisation managers should be emailed about new users. This is a default setting and can be overridden.

Online URL: <https://docs.supportpro.vn/article/user-general-settings-65.html>