

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 Gravatar throughout the system. Gravatar is a service that provides a default placeholder image for users who do not have an image registered with it. It uses a 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 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 operators in the operator panel. Any users who are created will be 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 creating a new user.
Password Length	Enforce a minimum password length for users when creating a new user. The default password length for users is set to 6 characters.

Setting Name	Description
Name Format	<p>Define the name format used for displaying operators. Operators could display "John Smith" in various formats:</p> <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 operator's profile.
Password Length	Enforce a minimum password length for operators. The minimum password length for operators is set to 8 characters.
Password Strength	Enforce password strength requirements for users. A minimum strength is not enforced.
Force 2FA	Force two-factor authentication on all operators and administrators if they do not have it enabled already.
Ban IP after Failed Logins	The number of failed logins an operator can make before being banned. Setting to 0 will disable IP bans for operators.
Length of IP Ban	The length of the automatic IP ban that comes from failed logins.
Setting Name	Description
Organisations Enabled	Allows organisation support to be disabled, useful for organisations that do not want to display organisation information.
Organisation Manager Notifications	Whether organisation managers should be emailed notifications for users. This is a default setting and can be overridden.

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