

# Web Channel

The web channel is used for all tickets opened and replied to via the frontend interface.

Setting Name	Description
Allow Unauthenticated Users	Allows users that are not logged in to view and reply to tickets. Simplifies the frontend interface for users, but can also remove the track ticket functionality on the frontend.
Show Captcha	Allows you to define to whom the captcha is displayed. Available options: <ul style="list-style-type: none"><li>• <b>Never</b> - Never show the captcha.</li><li>• <b>Unregistered Users Only</b> - Show the captcha only for unregistered users (this is the default option).</li><li>• <b>Always</b> - Always show the captcha, even for registered users.</li></ul>
Append IP Address	If the user's IP address should be appended when replying to a ticket.
Show Related Articles	When the user is typing the subject, the system will suggest related articles that might be helpful to their query. Requires that the self-service portal is enabled.

Online URL: <https://docs.supportpro.vn/article/web-channel-87.html>