

## Agents Settings

**\* Settings** | Templates

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**General Settings**

Name Formatting:

Agent Identity Masking:  Hide agent's name on responses.

Avatar Source:

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**Authentication Settings**

Password Expiration Policy:

Allow Password Resets:

Reset Token Expiration:  *minutes*


Agent Excessive Logins:  failed login attempt(s) allowed before a lock-out is enforced  
 minutes locked out

Agent Session Timeout:  *minutes (0 to disable)*.

Bind Agent Session to IP:

**Account** | Access | Permissions | Teams

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 **Name:**

**Email Address:**

Phone Number:  Ext

Mobile Number:

### Authentication

**Username:** \*

### Status and Settings

- Locked
- Administrator
- Limit ticket access to ONLY assigned tickets
- Vacation Mode

**Account** | Access | **Permissions** | Teams

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**Users** | Organizations | Knowledgebase | Miscellaneous

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Create — Ability to add new users

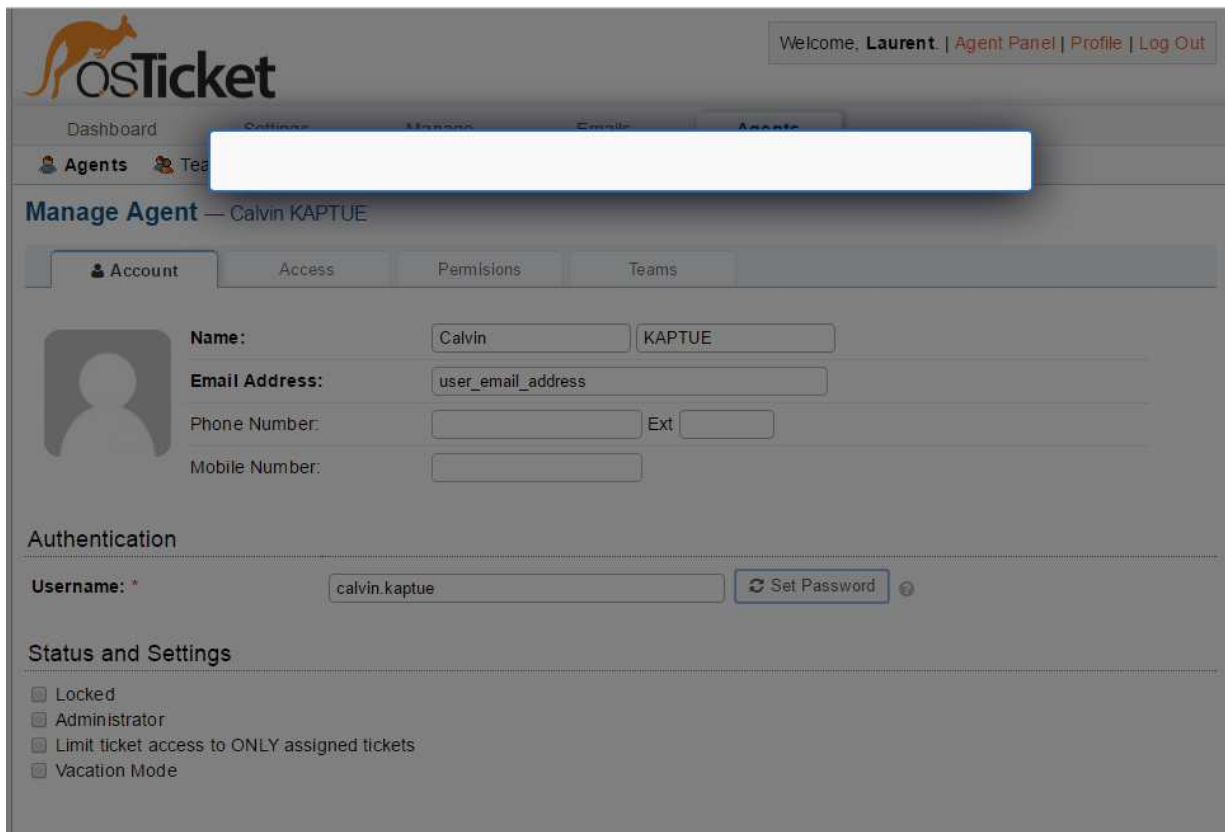
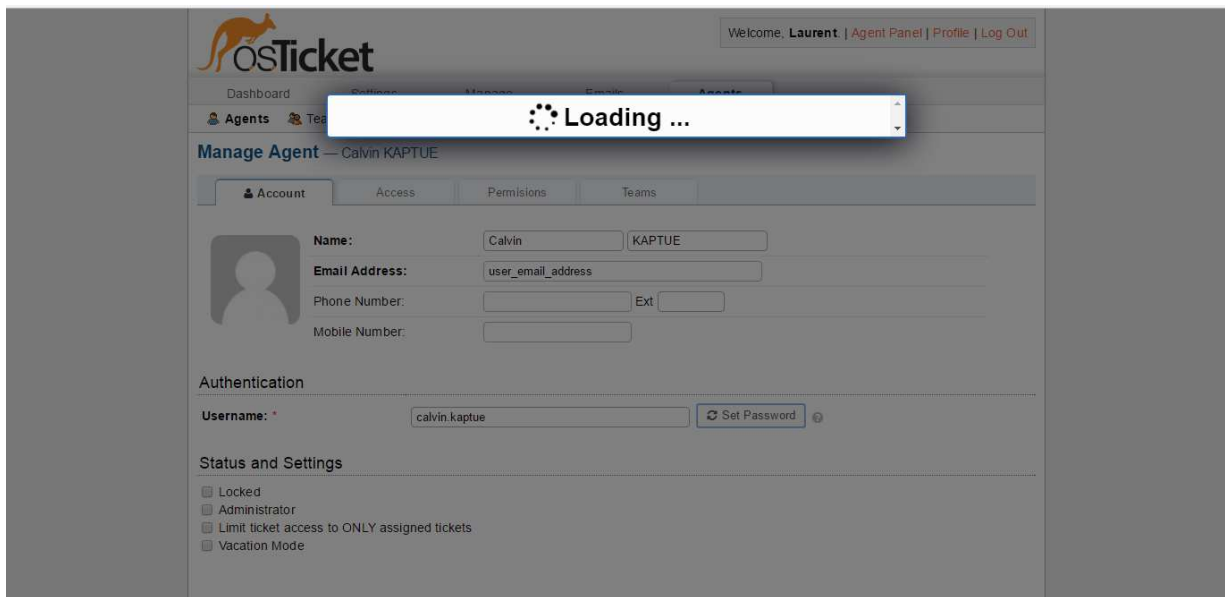
Edit — Ability to manage user information

Delete — Ability to delete users

Manage Account — Ability to manage active user accounts

User Directory — Ability to access the user directory

When I click on SET PASSWORD BUTON





Enter your username or email address below

Send Email



Unable to reset password. Contact your administrator

Send Email