

Restricting Help Desk Access Using IP Restrictions

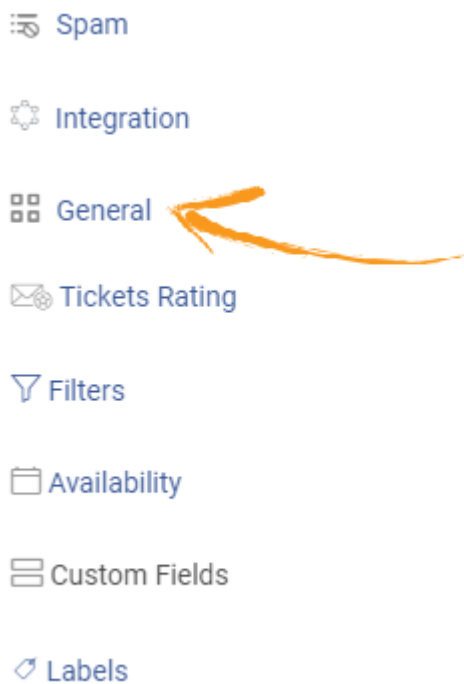
This feature allows you to restrict the access of Help Desk to certain individuals or locations, such as your company network. This can be done by adding individual IP addresses or an IP range in the **Enable IP Restriction** set. If a user tries to view or access Help Desk from an IP that is not provided, they will not be able to access the site.

An IP (Internet Protocol) address is a unique address that devices like computers, phones, routers, etc., all use to identify themselves to communicate with other devices in a network. You can enter a single IP or a range of IPs.

Enable IP Restrictions

Step 1: Log in to your account (as an Administrator) and click **Settings**.

Step 2: Click on **General**



Step 3: Check **Enable IP Restrictions** and additional fields will appear.

Enable IP Restriction ?

Off On

Your current IP is: **45.64.11.91**

In the field, enter the IP address you want to allow. For IP ranges enter using:

- Wildcard format: 1.2.3.*
- CIDR format: 1.2.3/24 or 1.2.3.4/255.255.255.0
- Start-end format: 1.2.3.0-1.2.3.255

Related Articles:

- [How to Restrict Help Desk Access Using IP Restrictions?](#)
- [How to Integrate ProProfs Knowledge Base With ProProfs Help Desk?](#)
- [How to Create a ticket via API?](#)