

# Prompt ssh gateway user to enter reason for ssh access

656 Nesvin KN April 18, 2025 [Security Features](#) 1359

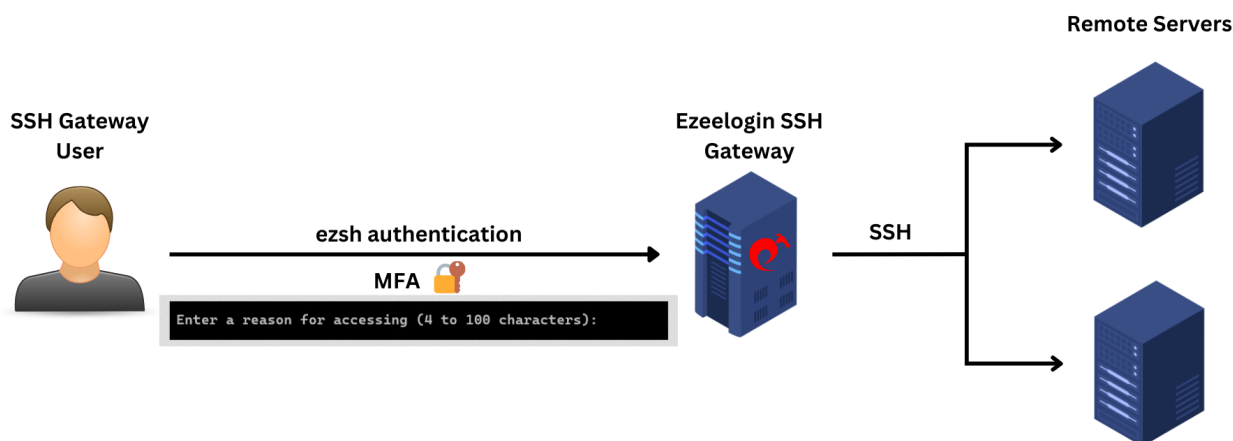
## How to prompt a ssh gateway user to enter a 'reason' in ezsh shell and when ssh'ing to the remote server?

**Overview:** This article explains how to enable reason prompts in Ezeelogin for SSH gateway and remote server access to support security compliance.

This feature will let the gateway user enter a 'reason' while entering the Ezeelogin shell and ( ezsh ) and the remote server. The 'reason typed in' will be stored in server activity and shell activity logs. This feature is useful for meeting security compliance requirements.

This feature is available from Ezeelogin version 7.37.0. [How to upgrade the Ezeelogin version to the latest?](#)

## How to prompt the ssh gateway user to key in the 'reason' during SSH access?



**Step 1:** Edit the gateway user and enable "**Prompt Reason.**" When the user SSH to ezsh, after the two-factor authentication step, the **shell will prompt them to enter a reason for the SSH** connection, which can be found under **shell activity**.

Ezeelogin Welcome, Administrator Logout

- Servers
- Web Portals
- Users**
  - User Groups
  - Authentication Log
  - SSH Log
  - RDP Recording
  - SCP Log
  - Web Proxy Log
  - Web Proxy Activity
  - Web Activity
  - Shell Activity
  - Server Activity
  - Work Summary
  - Status
- Access Control
- Settings
- Cluster
- Command Guard
- Account
- Help
- License

**Edit User**

First Name: alex

Last Name:

Username: alex

Email: alex@uc.com

User Group: Dummy

Status: ☒ Active ☐ Suspended

Command Guard: -- None --

Allow: ☐ Disallow: ☒

Virtual Shell: ☐

Pass User Through: Inherit

SSH Key Passphrase:

LDAP: None

Prompt Reason: ☒ ←

Authorization Password:

Expire: Never

Limit IPs: ☐

Allowed IPs:

SSH Private Key:

Sub SSH User: -- Select --

Force Password Change: ☐

Cancel Save

Enter a reason for accessing (4 to 100 characters):

**Step 2:** Navigate to **Users -> Shell Activity -> Select username -> Find**. The reason and other details can be found in the logs.

Ezeelogin Welcome, Administrator Logout

- Servers
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  - Web Proxy Activity
  - Web Activity
  - Shell Activity**
  - Server Activity
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**Search**

User: -- All -- ←

Rows Per Page: 10

From: 2023-12-07 05:42

To: 2023-12-09 05:42

Note: Logs are local to the node. Search the other node as well if cluster is configured.

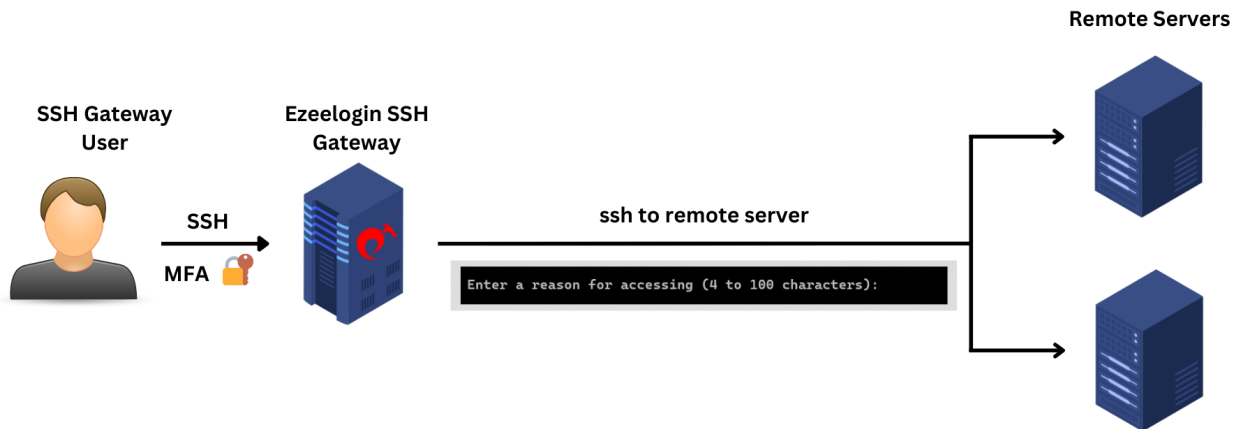
Export Reset Find

**Gateway Activity Logs** Clear all

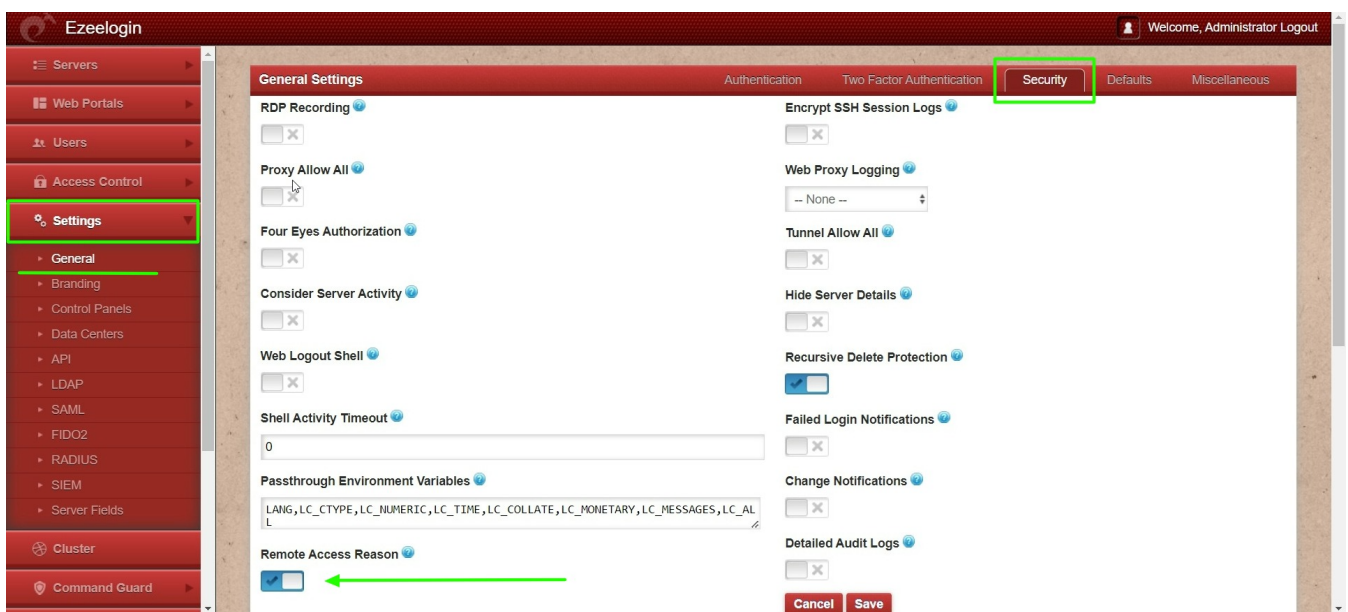
<input type="checkbox"/>	Username	IP Address	Login Time	Logout Time	Idle Time	Status	Reason	Actions
<input type="checkbox"/>	alex	NA	2023-12-08 05:32:01	2023-12-08 05:37:28	0s	SUCCESS: login	access production server	

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## How to enable the prompt reason for entering to remote server?



**Step 1:** Enable **Remote Access Reason** to globally enable prompt reason when entering all remote servers. Navigate to **Settings -> General -> Security -> enable Remote Access Reason**.



Enter a reason for accessing (4 to 100 characters):

**Step 2:** Navigate to **Users -> Server Activity -> Select username -> Find**. The reason and other details can be found in the logs.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

**Users**

User Groups

LDAP

Authentication Log

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Web Proxy Activity

Web Activity

Shell Activity

**Server Activity**

Work Summary

Status

Access Control

Settings

Cluster

Search

User

ezadmin

From

2023-12-13 06:04

Rows Per Page

10

Servers

-- All --

To

2023-12-15 06:04

Note: Logs are local to the node. Search the other node as well if cluster is configured.

Export

Reset

Find

Server Activity Logs

Clear all

<input type="checkbox"/>	Username	Server Name	Status	Reason	IP Address	Login Time	Logout Time	Input Idle Time	Output Idle Time	Actions
<input type="checkbox"/>	ezadmin	ubuntu.server	SUCCESS: done	check logs	NA	2023-12-14 06:01:29	2023-12-14 06:02:54	0s	0s	
<input type="checkbox"/>	ezadmin	ubuntu.server	FAILED		NA	2023-12-14 06:02:55	2023-12-14 06:02:55	0s	0s	

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**Related Articles:**

[User log showing different dates](#)

[Different logs of user](#)

[Prompt username and password while accessing remote servers](#)

[How to find the reasons for account being suspended?](#)

Online URL:  
<https://www.ezeelogin.com/kb/article/prompt-ssh-gateway-user-to-enter-reason-for-ssh-access-656.html>