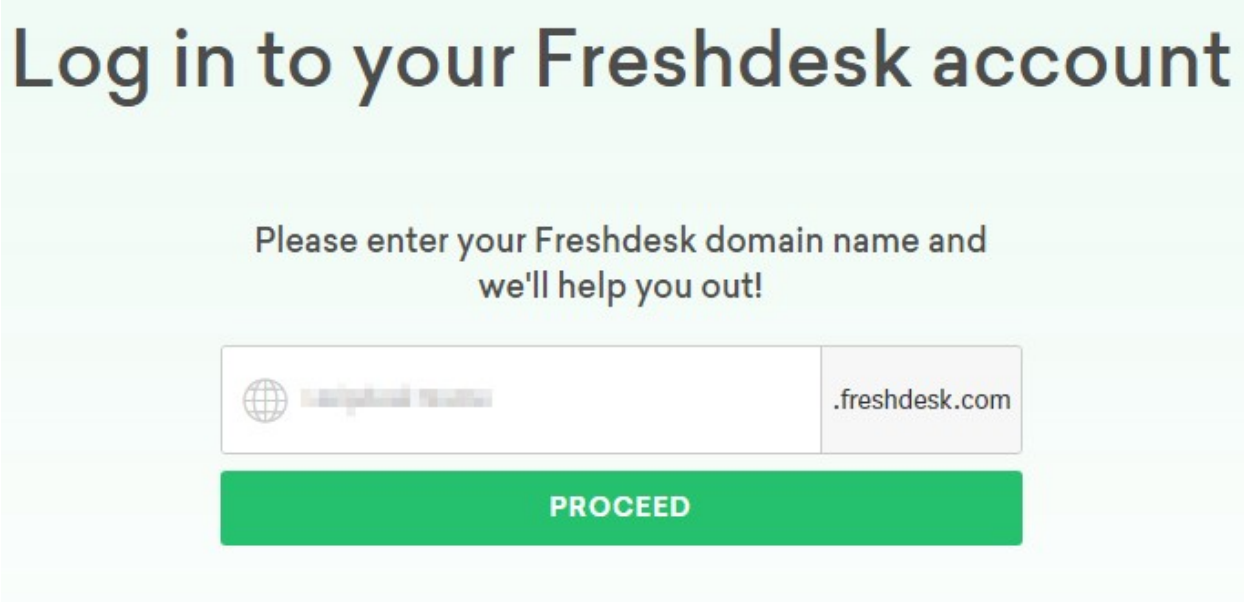
Configuring Freshdesk

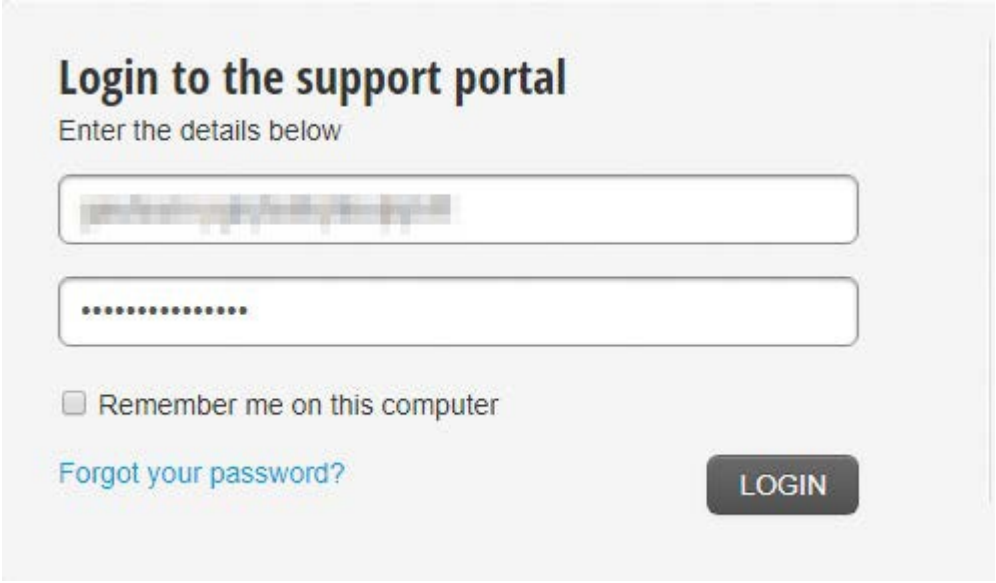
Users can securely log on to Freshdesk using their enterprise credentials.

To configure Freshdesk Enterprise for SSO through SAML, follow the steps below:

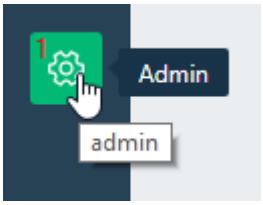
1. Login to **Freshdesk** as an Admin user.



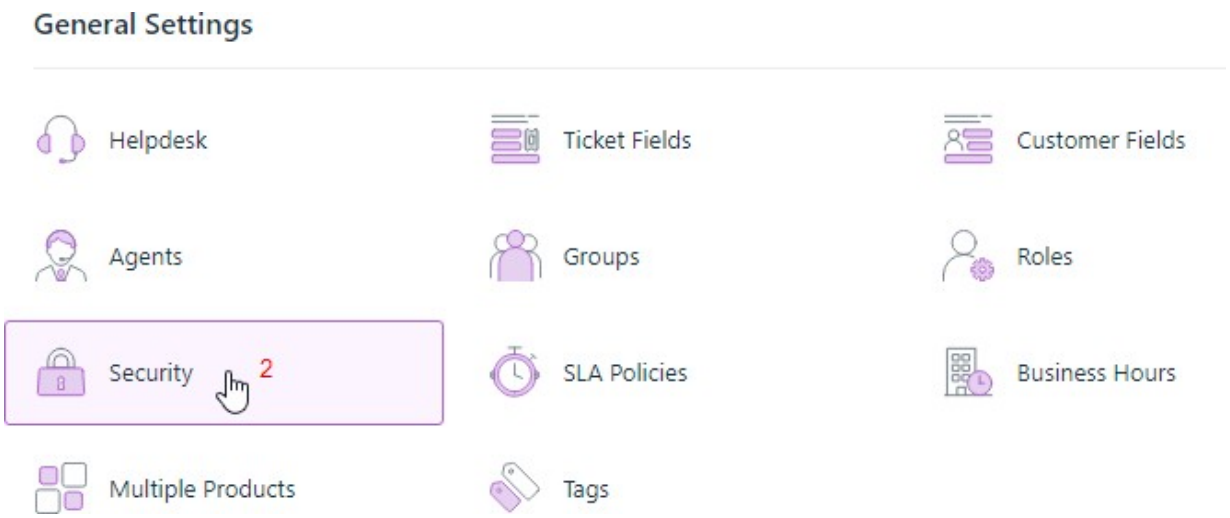
2. Enter your domain name and click on proceed, you will navigate to your domain login page.



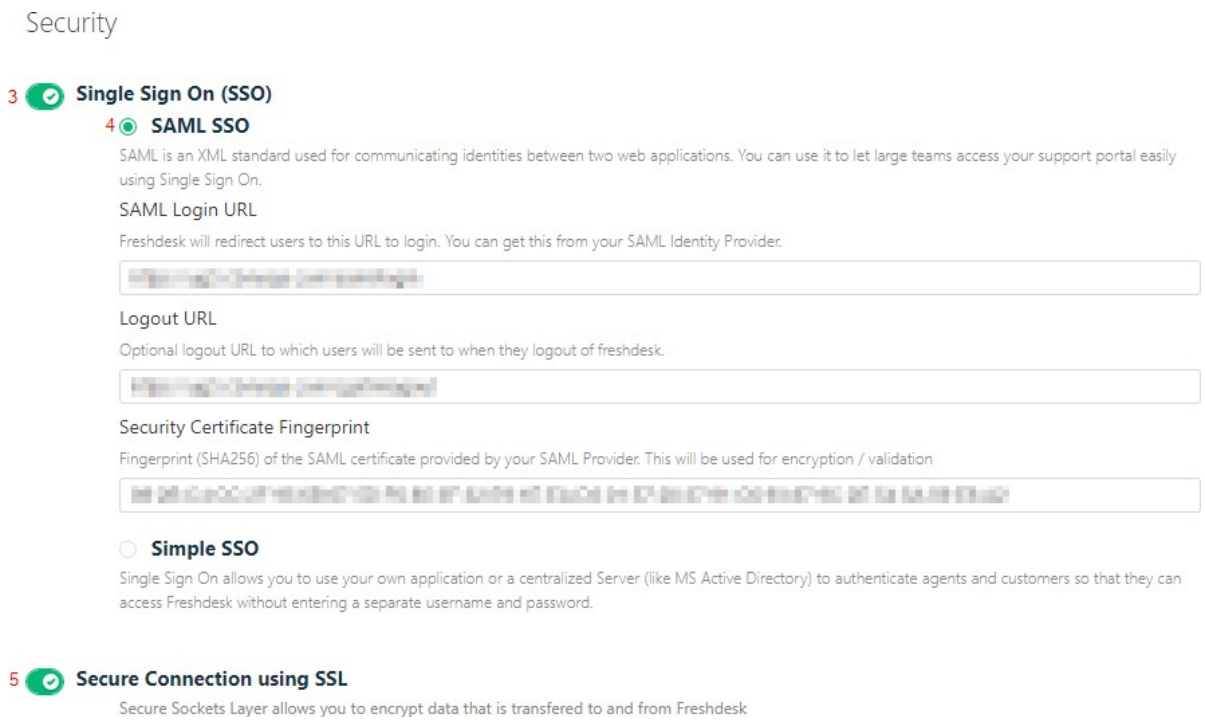
3. Click on **Admin** tab in left side menu.



4. Admin window will appear, Inside **General Settings** click on **Security.**

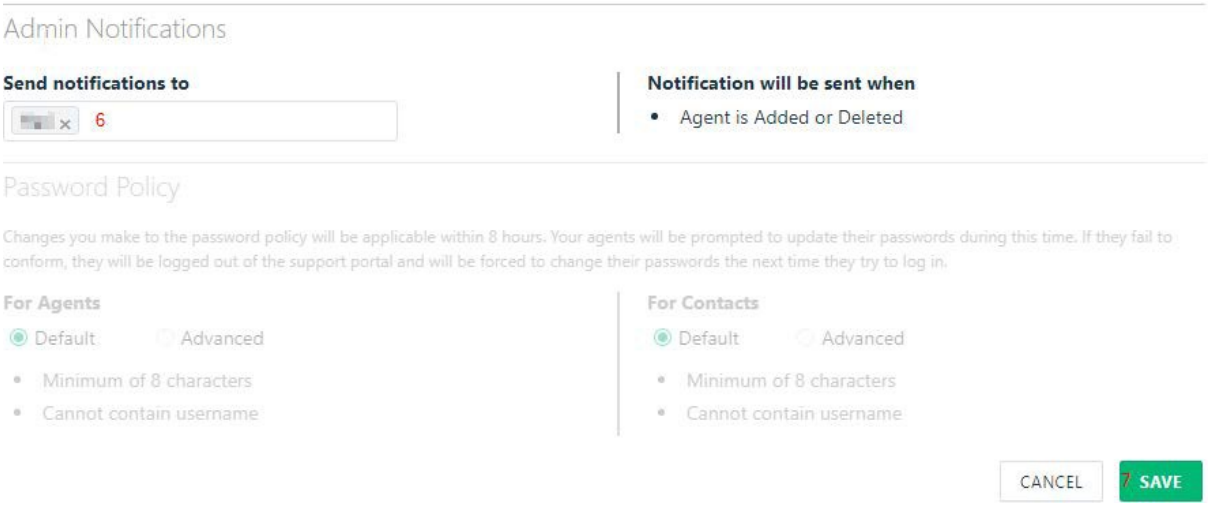


5. Security window will appear, check on the **Single Sign On** (**SSO**), **SAML SSO** and **Secure connection using SSL** buttons and Complete all the field with appropriate values.



Field Name	Values
SAML Login URL	https://ug1.<customer_domain>.com/saml/login
Logout URL	https://ug1.<customer_domain>.com/cgi/logout
Security Certificate Fingerprint	Generate the fingerprint of your IdP certificate and paste it in this section

6. Select the Admin user to send the notification.



7. Click on **SAVE**.