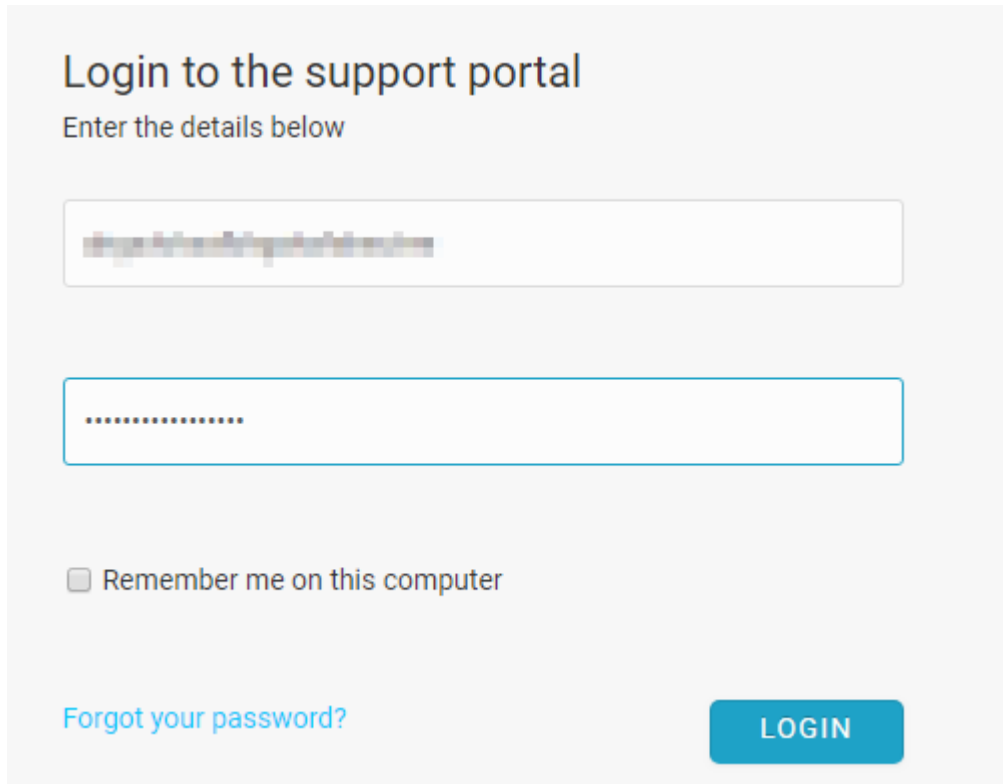


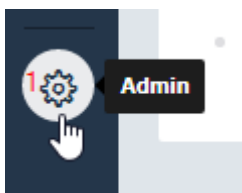
# Configuring Freshservice

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



The screenshot shows a login form titled "Login to the support portal". Below the title, it says "Enter the details below". There are two input fields: the first is for the username and the second is for the password, with the password field masked with dots. Below the password field is a checkbox labeled "Remember me on this computer". At the bottom left, there is a link that says "Forgot your password?". At the bottom right, there is a blue button labeled "LOGIN".

2. Click on Admin tab in left side menu.



3. Admin window will appear, click on **Helpdesk Security** under **General Settings**.

## Admin

### General Settings

Configure the basic settings that are necessary for your service desk



Helpdesk Rebranding



Helpdesk Security **2**



SLA Policies



Business Hours



Support Portal



Audit Logs **NEW**

- Security window will appear, check on the **Single Sign On (SSO)** button and **SAML SSO** button and Complete all the field with appropriate values.

#### Security

#### 3 Single Sign On

##### 4 SAML SSO

SAML is an XML standard used for communicating identities between two web applications. You can use it to let large teams access your support portal easily using Single Sign On.

SAML Login URL

Freshservice will redirect users to this URL to login. You can get this from your SAML Identity Provider.

**5**

Logout URL

Optional logout URL to which users will be sent to when they logout of freshservice.

**6**

Security Certificate Fingerprint

Fingerprint (SHA256) of the SAML certificate provided by your SAML Provider. This will be used for encryption / validation

**7**

##### Simple SSO

Single Sign On allows you to use your own application or a centralized Server (like MS Active Directory) to authenticate agents and customers so that they can access Freshservice without entering a separate username and password.

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

5. Check **on** the **Secure connection using SSL** button and select the Admin user to send the notification.

Admin

customers so that they can access Freshservice without entering a separate username and password.

8  **Secure Connection using SSL**  
Secure Sockets Layer allows you to encrypt data that is transferred to and from Freshservice

Want to use Custom SSL for your support portal?

**IP Whitelisting**  
Restrict access to your support portal to only trusted locations and networks by defining the range of allowed IP addresses.

**Session Timeout**

Admin Notifications

Send notifications to

Admin user  9

**Notification will be sent when**

- Agent is Added or Deleted
- IP Whitelisting is modified

Cancel Save

6. Click on **Save** button.