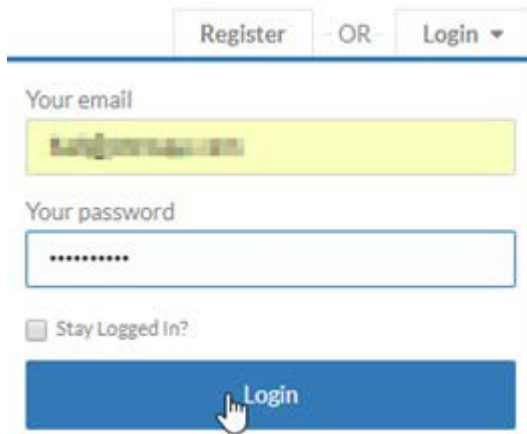
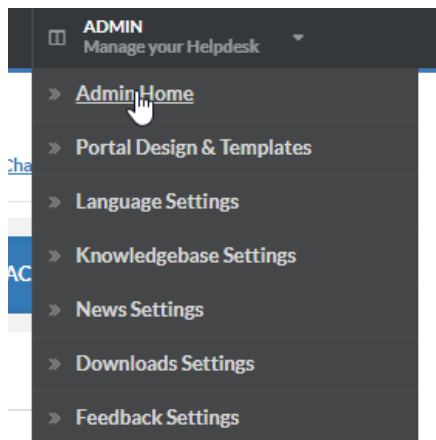


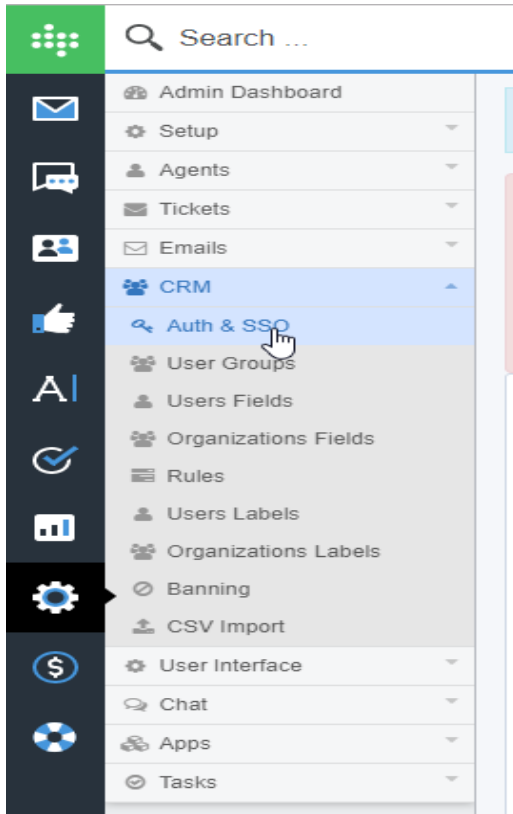
Configuring Deskpro



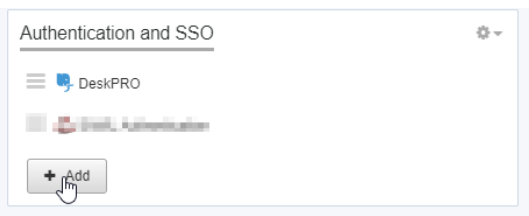
1. Login to Deskpro as an admin.



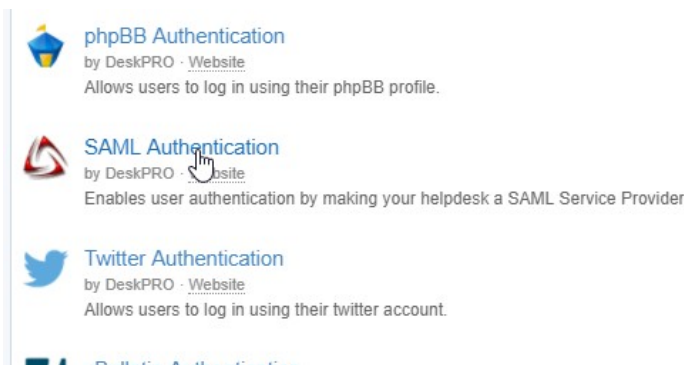
2. Click on the dropdown at the right of Admin > **AdminHome**



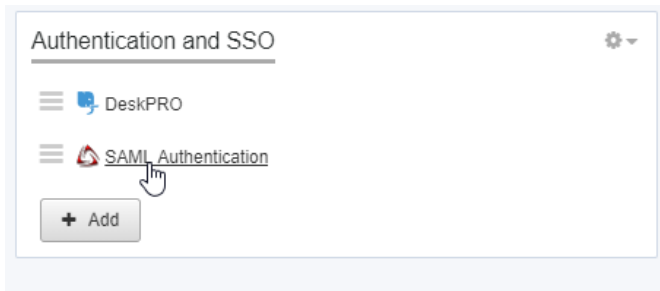
3. Select **CRM** → **Auth & SSO** in the left pane.



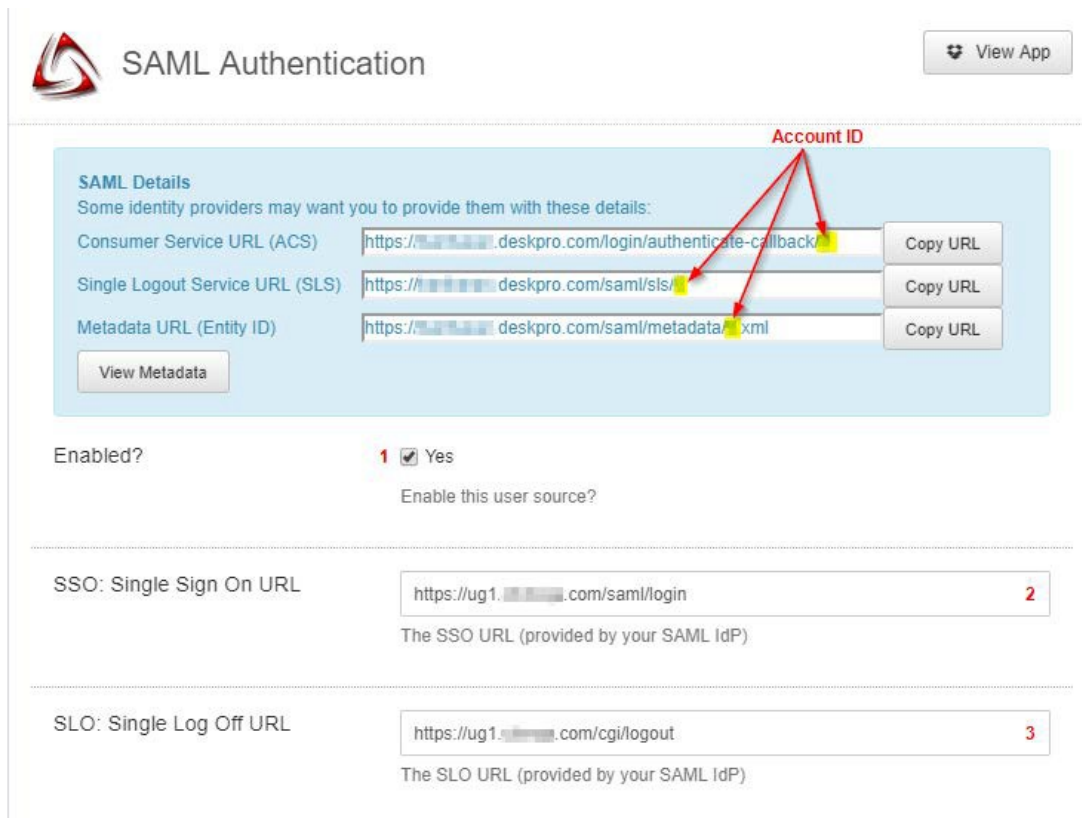
4. Click "ADD"



5. Select "SAML Authentication" from the list.



6. Click on SAML Authentication.



Filter

You can filter based on info provided by the usersource. [Learn about this feature](#)

7. **SAML Authentication** window will open > Fill the template with appropriate values.

Field Name	Values
Enabled?	Should be checked
SSO: Single Sign On URL	<a href="https://ug1.<customer_domain>.com/saml/login">https://ug1.<customer_domain>.com/saml/login
SLO: Single Log Off URL	<a href="https://ug1.<customer_domain>.com/cgi/logout">https://ug1.<customer_domain>.com/cgi/logout
Metadata: Issuer XML metadata URL	<a href="https://ug1.<customer_domain>.com/metadata/samlidp/ SAML_Deskpro">https://ug1.<customer_domain>.com/metadata/samlidp/ SAML_Deskpro
x509 Certificate	Upload IdP certificate
x509 Certificate Fingerprint	Upload IdP certificate fingerprint (Optional)
Sign Authentication Request	"I want to sign SP authentication requests" should be unchecked
Custom Metadata XML	"Insert custom XML into the SP metadata. This is optional" should be unchecked
Name ID Format	urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress
Login Button Text	Netscaler_SSO
SSO Method	Disabled

8. In place of <customer domain> write your company name (Please see Section **Introduction**, to know what is your <customer domain> value.)

9. Click on **Install App**.