## Configure Mojo Helpdesk for Single Sign-On

Configuring Mojo Helpdesk for single sign-on (SSO) enables administrators to manage users of Citrix ADC. Users can securely log on to Mojo Helpdesk by using the enterprise credentials.

## Prerequisite

Browser Requirements: Internet Explorer 11 and above

## To configure Mojo Helpdesk for SSO by using SAML:

- 1. In a browser, type <u>https://www.mojohelpdesk.com/</u> and press **Enter**.
- 2. Click **Login** in the top-right corner.



3. Enter your Mojo Helpdesk URL and click **Go!**.

| ENTER YOUR URL:       |
|-----------------------|
|                       |
| .mojohelpdesk.com GO! |

**Note:** The URL is as follows: <u><customer\_domain>.mojohelpdesk.com</u>

4. Type your Mojo Helpdesk admin account credentials (**Email** and **Password**) and click **Submit**.

| Sign In     | n       |
|-------------|---------|
|             | Eorgot2 |
| Remember me | Sign In |

5. In the domain page, click **to helpdesk back** in the top-left corner.

|  | bk -   | <ul> <li>new ticket</li> </ul> |
|--|--|--------------------------------|
|  |  | _                              |
|  |  |                                |
| Q How can we help? Hmmm  | 1?   |                                |
|  |  |                                |
|  |  |                                |
|  |  |                                |
| Welcome to our Support Portal  |  |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't find   | nd what you are looking for, please create a ticket.   |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't find   | nd what you are looking for, please create a ticket.   |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't fin<br>Knowledge Base  | nd what you are looking for, please create a ticket.   |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't fin<br>Knowledge Base<br>Helpdesk 101  | nd what you are looking for, please create a ticket.   |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't fin<br>Knowledge Base<br>Helpdesk 101<br>* What is a ticket? Is it the same as a request?  | nd what you are looking for, please create a ticket.<br>   | -                              |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't fin<br>Knowledge Base<br>Helpdesk 101<br>* What is a ticket? Is it the same as a request?<br>* What personal information are you tracking?   | Marranty<br>★ What is a ticket? Is it the same as a request?<br>★ What personal information are you tracking?  | _                              |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't fin<br>Knowledge Base<br>Helpdesk 101<br>★ What is a ticket? Is it the same as a request?<br>★ What personal information are you tracking?<br>★ I see a blue screen, what should I do?   | Marranty          Warranty         * What is a ticket? Is it the same as a request?         * What personal information are you tracking?         * I see a blue screen, what should I do?   |                                |
| Welcome to our Support Portal<br>Find answers to your questions by searching the knowledge base. If you don't find<br>Knowledge Base<br>Helpdesk 101<br>* What is a ticket? Is it the same as a request?<br>* What personal information are you tracking?<br>* I see a blue screen, what should I do?<br>* I don't find my answer in the knowledge base, what should I do? | Marranty<br>Warranty<br>What is a ticket? Is it the same as a request?<br>What personal information are you tracking?<br>I see a blue screen, what should I do?<br>I don't find my answer in the knowledge base, what should I do? | _                              |

6. In the dashboard page, click the **Settings** icon and select **Helpdesk Configuration**.

|                            | Q assignee.id: AND status.id:  | 4 filters                             | 🔳 Buy now (D-24) 👘 🜻                | е вк          |
|----------------------------|--|---------------------------------------|-------------------------------------|---------------|
|                            |  |                                       | Go to admin settings                |               |
| New: Introducing Ticket Ta | gst Learn more   |                                       | Roles                               | Х             |
|                            |  |                                       | Manage Users/Agents                 | •             |
| Note: Some settings have   | changed. The 'close ticket' and 'add asset' options are now in the new settings menu in the ti | cket detail (3 vertical dots, top rig | r Groups, manage                    | х             |
|                            |  |                                       | Queues & Email Addresses            |               |
| NEW TICKET                 |  |                                       | Knowledge Base Topics               |               |
| - NEW HOREF                | My Assignments   |                                       | SLA Targets                         |               |
|                            | Tickets assigned to me, these are.   |                                       | Ticket forms, manage                |               |
| My Assignments             | □ - ↓ last changed - 🖸   |                                       | For new tickets email notifications | + views       |
| Watch List                 | customer   | upd                                   | Triggers                            | v v           |
|                            | BK I Here's what to do next  | Dec                                   | Helpdesk Event Log                  |               |
| Unassigned (1)             |  |                                       | Helpuesk Configuration              |               |
| Open Tickets               |  |                                       | Account Billing                     | •             |
|                            | · .  |                                       | Account bining                      |               |
| Dashboard -                |  |                                       | Add-ons                             |               |
|                            |  |                                       |                                     |               |
| · ·                        |  |                                       | More admin settings                 |               |
|                            |  |                                       | Print nage                          |               |
|                            | ·  |                                       | Keyboard Shortcuts                  | 1.1           |
|                            |  |                                       |                                     |               |
|                            |  | •                                     | Help using Mojo                     | 2.10.15.14.52 |

7. In the **Helpdesk Configuration** page, scroll down and turn on the **Enable Enterprise Single Sign On** toggle switch under **Enterprise Single Sign On**.

| Helpdesk Configuration             |  |            |
|------------------------------------|--|------------|
| General                            |  |            |
| Organization name                  | blur   |            |
| Site address                       |  |            |
| Custom domain                      | Not set<br>How to set up a custom domain for your helpdesk, learn. |            |
| Owner                              |  |            |
| Authentication Methods 9           |  |            |
| Sign in with Mojo                  | ON @   |            |
| Sign in with Google                | ON Ø   |            |
| Sign in with Azure AD              | ON 0   |            |
| Enterprise Single Sign On <b>O</b> |  | learn more |
| Enable Enterprise Single Sign On   | OFF 3  |            |

8. Select **SAML** and click the settings icon.

| Enterprise Single Sign On 9      | learn r       | nore |
|----------------------------------|---------------|------|
| Enable Enterprise Single Sign On |               |      |
|                                  | SAML verified | ¢    |
|                                  | ◎ JWT         |      |

9. In the **SAML settings** pop-up window, enter the values for the following fields:

| Required<br>Information | Description                  |
|-------------------------|------------------------------|
| Remote Login URL        | IdP logon URL                |
| Certificate fingerprint | SHA1 certificate fingerprint |

| SAML settings           | ×              |
|-------------------------|----------------|
| Remote Login URL        |                |
| Certificate fingerprint |                |
|                         |                |
| How to setup?           | Save or cancel |

10. Finally, click **Save**.

**Note:** Log out from Mojo Helpdesk and log on to your IDP to verify SAML.