

# Configuring Help Scout

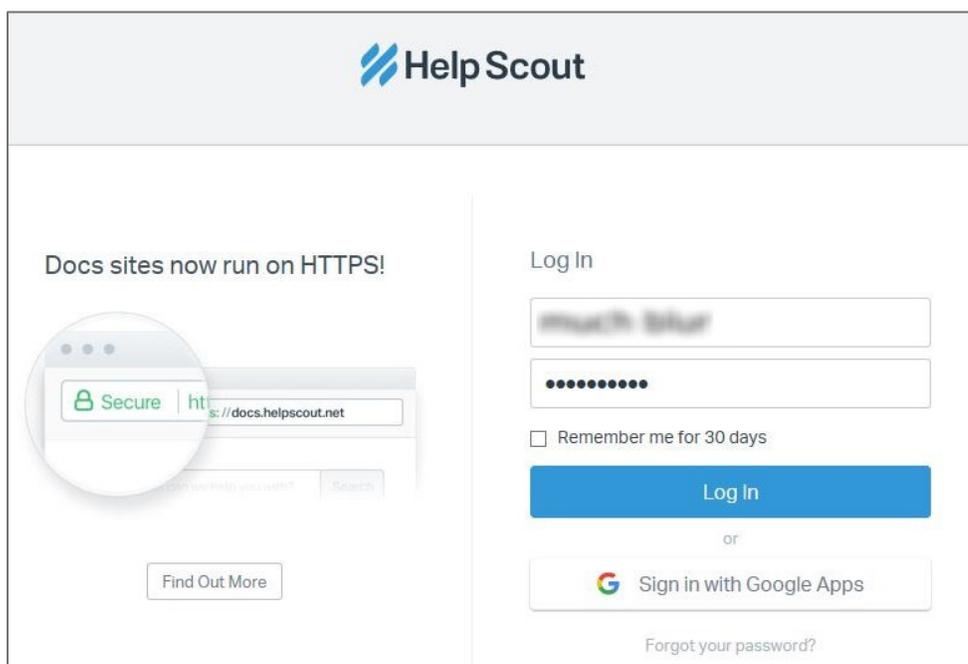
Configuring Help Scout for single sign-on (SSO) enables administrators to manage users of Citrix ADC. Users can securely log on to Help Scout by using the enterprise credentials.

## Prerequisite

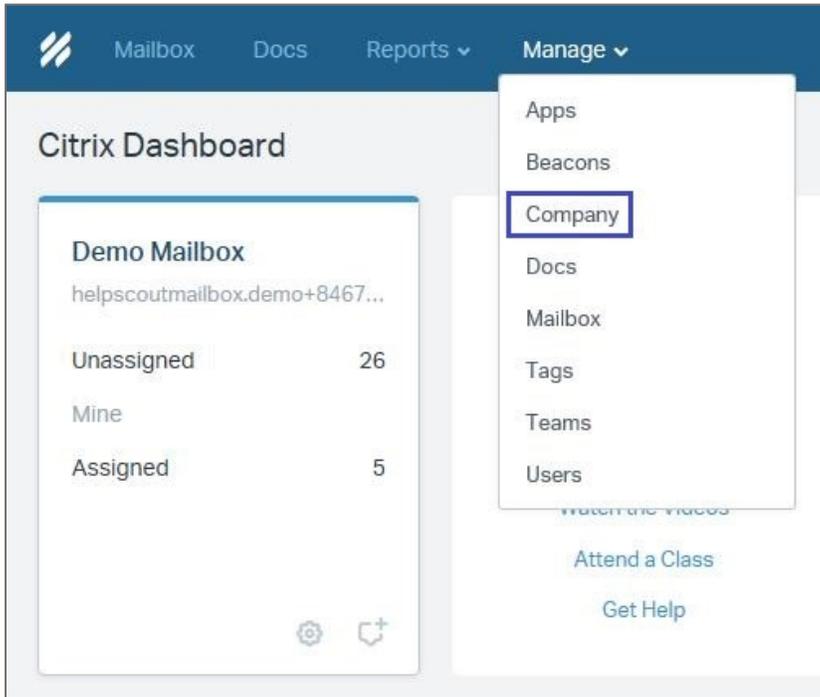
Browser Requirements: Internet Explorer 11 and above

## To configure Help Scout for SSO by using SAML:

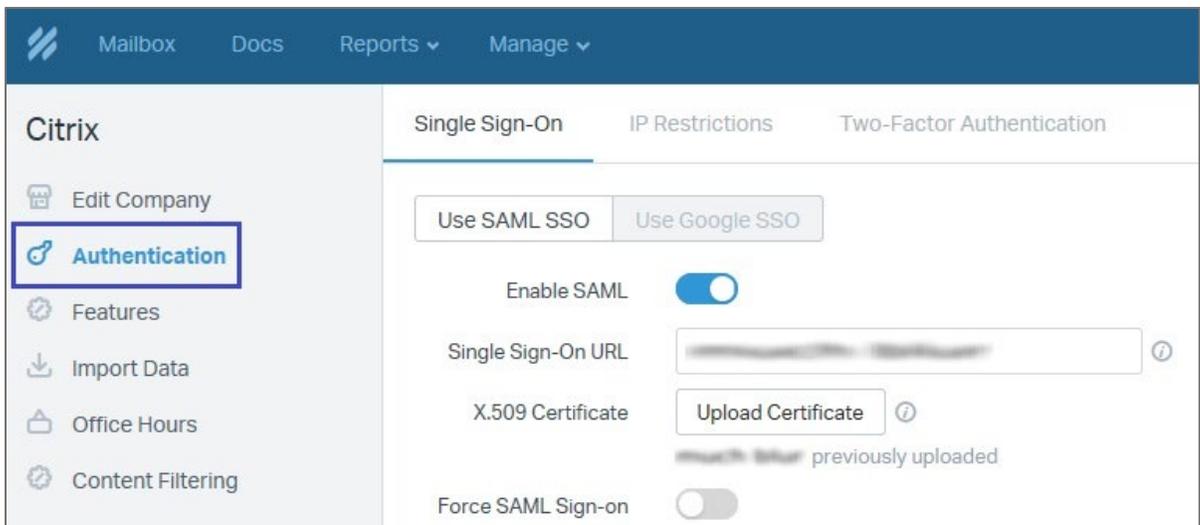
1. In a browser, type <https://www.helpscout.net/> and press **Enter**.
2. Type your Help Scout admin account credentials (**Email** and **Password**) and click **Log In**.



3. On the profile page, click **Company** present in the **Manage** drop-down menu.



4. In the **Citrix** menu, click **Authentication**.



- In the **Single Sign-On** section, click the **Use SAML SSO** and enter the values for the following fields:

Field Name	Description
Enable SAML	It is enabled by default. <b>Note:</b> Ensure it is enabled before proceeding further.
Single Sign-On URL	IdP logon URL
X.509 Certificate	Copy and paste the IdP certificate. The IdP certificate must begin and end with -----Begin Certificate----- and -----End Certificate----- <b>Note:</b> The IdP Certificate is provided by Citrix and can be accessed from the link below: <a href="https://ssb4.mgmt.netscalergatewaydev.net/idp/saml/templatetest/idp_metadata.xml">https://ssb4.mgmt.netscalergatewaydev.net/idp/saml/templatetest/idp_metadata.xml</a>

The screenshot shows the Citrix configuration interface for Single Sign-On. The left sidebar contains navigation options like 'Edit Company', 'Authentication', 'Features', 'Import Data', 'Office Hours', and 'Content Filtering'. The main content area is titled 'Single Sign-On' and has three tabs: 'Single Sign-On', 'IP Restrictions', and 'Two-Factor Authentication'. Under the 'Single Sign-On' tab, there are two buttons: 'Use SAML SSO' (selected) and 'Use Google SSO'. Below these are several configuration options: 'Enable SAML' (a toggle switch that is turned on), 'Single Sign-On URL' (a text input field), 'X.509 Certificate' (a text input field with an 'Upload Certificate' button and a note 'previously uploaded'), and 'Force SAML Sign-on' (a toggle switch that is turned off, with a note 'On their next log in, force all users to authenticate via SAML.'). At the bottom of the configuration area, there are three sections with input fields: 'Post-back URL (Assertion Consumer Service URL)', 'Audience URI (Service Provider Entity ID)', and 'Help Scout logo'. A 'Save' button and a 'Test Connection' button are located below the configuration options.

- Finally, click **Save**.

**Note:** Click **Test Connection** to test if the application is configured successfully.