Configuring Helpjuice

Configuring Helpjuice for SSO enables administrators to manage their users using Citrix Gateway. Users can securely log on to Helpjuice using their enterprise credentials.

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

- 1. In a browser, type the URL, <u>https://helpjuice.com/users/sign_in</u> and press **Enter**.
- 2. Type your credentials and click **Sign In**.

O Helpjuice	
Welcome Back!	
È-mail	
Password	
Sign In	
Forgot your password? Create A Helpjuice Acco	ount
G Google Apps	
Custom Authentications	
Single Sign On, LDAP and Active Directory	
\$ +1 (800) 970 3029	com

3. On the Dashboard page, navigate to **Your profile name > Settings** in the left pane.



4. Under Company Settings, click Single Sign On.



5. On the Single Sign On page, type the following information:

SSO Domain
The domain your users' emails are under (user@company.com). Helpinice uses this to auto-create new users
SSO Company
See Company
The name of your company wronin your identity Provider. Helpjuide uses this to auto-create new users that do not have an email matching your 550 Domain.
Your Company
Identity Provider 101
leaning Fronder OKL
The UKL Helpjuice will send your users to authenticate.
Longert LIPI (Restr)
Logour over (bera)
Optional. The URL Helpjuice will send your users to logout.
Hingerprint
The SHA1 lingerprint of the SAML certificate. Obtain this from your SAML identity provider.
IDP Metadata (XML)
When using Okta.
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Advanced
Issuer 3
The issuer to be sent with the request. Used by Active Directory Federation Services.

- i. **SSO Domain**: Type the domain your users' emails are under. For example, user@company.com.
- ii. **IDP Metadata (XML)**: Enter the IDP metadata. **Note:**
 - In this case, you can either fill the fields **Identity Provider URL** + **Fingerprint** (in SHA1 format) OR **IDP Metadata**.
 - It supports SHA256 algorithm (signature algorithm & Digest algorithm)
- iii. **Issuer**: Type a unique issuer ID.
- 6. Click **Save**.

The SSO configuration is completed.