Configuring OneDesk

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

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

- 1. In a browser, type <u>https://app.onedesk.com/</u> and press **Enter**.
- 2. Log on to your OneDesk account as an administrator.
- 3. Type your credentials, and click **Sign In**.

Sig	n in to your OneDesk account
	Enter an Email Address
۵	Password
	Reset Password
	🔁 Sign In

my integrations > single sign-on.

💣 Administration		×
ACCOUNT SETTINGS	integration single sign-on 2	
buy now		0
my applications		
😚 my integrations 🚺	OneDesk implements SAML version 2.0 SAML2 is supported by Active Directory Federation Services2 and other identity providers.	
CONFIGURATION		
🖻 custom fields	Configure Single Sign-on	
🔂 types	enable sso: 🔲 enable user provisioning: 🗹	
🤣 creation forms	upload metadata file: 🗱 choose file	
OPTIONS	onedesk metadata url:	
🚯 customer portal	your identity provider metadata url: 🗱	configuration
Preferences	onedesk sso login url:	conniguration
🖂 email	\sim	
🕶 workflow outomations	Advanced Settings	
	your identity provider entity id:	
SLAS	email attribute: EmailAddress	
	first name attribute: FirstName	
	last name attribute: LastName	1

5. On the single sign-on page, specify the following information:

Administration							
ACCOUNT SETTINGS	integration	single sign-on					
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S my integrations	OneDesk in	mplements SAML version 2.0 SAML	2 is supported by /	Active Directory Federation	Services2 and other identity providers.		
CONFIGURATION							
🖻 custom fields	Config	ure Single Sign-on	-		1000		
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Constinue forms		upload metadata file:🗰	choose file				
		onedesk metadata url:	https://www.	el	inite residences in		
	your identity provider metadata uri: https://app.com/desir.com/sso/sami/metadata/ali						
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Se workflow automations		your identity provider entity id:	https://	s.com	5		
📥 SLAs		email attribute:	EmailAddress	6			
		first name attribute:	FirstName	- 6			
		last name attribute:	LastName				
	200						

- i. **Enable sso** – select the check box
- Enable user provisioning- select the check box if you want IdP authenticated users ii. to automatically get created and granted access when they attempt to access the OneDesk application.
- Upload metadata file- Click Choose File to select the IDP (Netscaler) metadata file. iii.

4. On the Home page, click Administration icon. The Administration page appears. Click

- iv. your identity provider metadata url- Specify the IDP (Netscaler) metadata URL. For example, https://app.onedesk.com/sso/saml/metadata/alias/onedesk.com_<your-Orgdomain>
- v. **your identity provider entity id-** Specify the unique name or URL of IDP as entity id.
- vi. **Email attribute** specify the email attribute.
- vii. **First name attribute-** type the first name of the attribute.
- viii. **Last name attribute-** type the last name of the attribute.

The configuration gets saved.