Configuring ServiceDesk Plus

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

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

- 1. In a browser, type <u>https://sdpondemand.manageengine.com/app/itdesk/HomePage.do</u> and press **Enter**.
- 2. Type your credentials and click Sign In.

ManageEngine) ServiceDesk Plus								
Sign i Email Address: Password:	n to your account Forgot Password? Image: Keep me signed in Sign In							

3. On the Landing page, click on your profile name at the top right corner. Click **My Account**.

ServiceDesk Plus						Your Trial License is about to expire in 23 day(s)			ire in 23 day(s)	() Timezone Mismatch	ESM Directory	🛒 🌐 🔞 🔹 Nilkanth Narkhede *	
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4. On the Accounts page, click **Preferences**.



- 5. On the Preferences page, click **SAML Authentication** in the left pane.
- 6. On the SAML Authentication page, type the following information:

Accounts		
Preferences	Login URL	https://
Authorized Websites		
Linked Accounts	Logout URL	https://
SAML Authentication		Do you need Logout Response?
Close Account	Change Password URL	https://
	PublicKey	Enter/Upload a valid saml publickey
		Get key from file
	Algorithm	rsa 🗸
		Just In Time Provisioning
	Zoho Service	Accounts
		Add Cancel

- i. **Login URL**: Enter the IdP URL, SAML 2.0 endpoint, for example, https://example.com/saml/login.
- ii. Logout URL: Enter the IdP Log off URL, for example, https://example.com/ cgi/tmlogout
 Note: This step is optional.
- iii. **Change Password URL:** Enter the URL to change password. **Note**: This step is optional.

- iv. **PublicKey:** Click **Get key from file > Choose File**. Select the IDP certificate and click **Open**.
- 7. Click Add.

The SAML authentication is complete.