

Finding a field name for User Auth Data

CRM - (.) تعليقات - Ben Henley - 2023-09-13

You can import data from an external usersource into a custom User Auth Data user field within Deskpro

To set this up, you need to enter the **Field Name** of the usersource in the User Auth Data field settings

To do this, go to the settings for the usersource's authentication app in **Admin > CRM > Auth & SSO** or **Admin > Agents > Auth & SSO**

.Use **Test Settings**

Click **Show user data** (for Active Directory, SAML, and database auth) or **Show log** (for .SAML, Okta, OneLogin, etc

You will see a list of attributes showing the field name to use. If the name is surrounded by square brackets, do not enter them into Deskpro e.g. instead of *[telephonenumber]*, use *.telephonenumber*

Success

Your settings appear to be valid.

Show log

Raw user data:

```
(
  [0] => Doe
)

[telephonenumber] => Array
(
  [0] => xxxxxxxxxxxx
)

[useraccountcontrol] => Array
```

Success

Your settings appear to be valid.

Show user data

Log:

```
middleName.0:
honorificPrefix.0:
honorificSuffix.0:
title.0: Mr
displayName.0: Bucky
nickName.0:
profileUrl.0:
secondEmail.0:
mobilePhone.0: 555-1234-567
primaryPhone.0:
```

.For specific instructions for your usersource, see [Filtering a Usersource](#) in the Admin Guide