

Can I use Active Directory to sign in my agents?

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Deskpro has an Active Directory app that enables users and/or agents to log in to the helpdesk with their Active Directory credentials.

You can also optionally enable regular syncing of data, so that Deskpro accounts are regularly updated with the latest information from Active Directory. If you select this option, data will automatically be pulled from Active Directory daily.

For details about setting up Active Directory for Agent Authentication, see the [Admin Guide](#).