New Features: Grant Usergroups and Filter Users with Authentication Apps

2015-09-23 - Ben Henley - [Kommentare (0)](#) - [Product](#)

Deskpro's [authentication apps](#) enable your agents and users to log in to your helpdesk with their account details from other services, saving you time on password management.

We know that a lot of Deskpro helpdesks use authentication apps, so we're always looking for ways to improve them. We're pleased to announce two ways we've made our support for external authentication better.

Grant a usergroup

When you enable agents to log in with an authentication app, you can choose what permissions they are granted.

You couldn't do the same thing for users, until now. For each user authentication app, you can now pick a [usergroup](#) that users will automatically join when they log in.

Filter users

Suppose you have a database full of user records, but you only want to grant portal access to active subscribers; or you have an Active Directory containing records for everyone in your company, but you only want staff from the IT department to become agents.

We've now added a powerful filtering feature that lets you define which user records you want to use for DeskPRO authentication. You can create filters based on any information in your Active Directory, LDAP store, OneLogin, database or other external source.
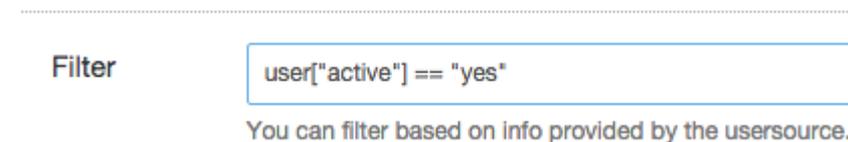
You'll find full documentation about how to create your own filters in the [Filtering a usersource section](#) of the admin manual.

If you're using DeskPRO Cloud, we'll roll both these new features out to your helpdesk within the next few days.

If you're using On-Premise, update your DeskPRO to get them now.