

Finding a field name for User Auth Data

Ben Henley - 2021-11-19 - Comments (0) - Using Deskpro

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.

Tags

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