Deskpro

Exact links to tickets do not survive SSO if not logged in Finished

- Christopher Keith
- **Forum name:** #Bug Report

We often receive notifications about new tickets via email. As an example: https://ithelp.brown.edu/agent/#app.tickets,t:15610 When I click on the link and if I am not logged in to Deskpro, I go through the authentication process with Shibboleth, which requires redirecting to our IDP and back to the application. After a successful authentication, I just hit my Deskpro dashboard but the ticket referenced in the original link on which I clicked is not visible. I then have to either click the link again or search for the ticket in Deskpro.

Comment (1)

Eloise Rea

10 months ago

Hi Christopher, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I can see this has now been fixed. I'm very sorry for the delay in providing an update here.