Can I let users log in to Deskpro using their existing accounts from other systems?

Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Question:

Our users already have accounts on our website. Can we link those accounts to Deskpro, so they don't have to create a separate Deskpro account?

Answer:

Yes, there are several ways to implement this using Deskpro authentication apps, found at Admin > CRM > Auth & SSO. You can get credentials from a database you control (MySQL, PostgreSQL, SQLite, MsSQL or Oracle), or using Active Directory or LDAP, or you can use the JWT or SAML standards to let users sign in with their existing accounts.