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Finding a field name for User Auth Data

Ben Henley - 2023-09-13 - Comments (0) - CRM

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)		
<pre>[telephonenumber] => Arr ([0] => xxxxxxxxx)</pre>		0
[useraccountcontrol] =>	Array	1

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: 555-1234-5	67
primaryPhone.0:	

For specific instructions for your usersource, see <u>Filtering a Usersource</u> in the Admin Guide.