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Setting Up OpenAl for Deskpro Lara Proud - 2025-04-23 - Comment (1) - Al

If you're using OpenAI for your Deskpro AI Connection, you will need an OpenAI account with sufficient credit. You can follow these steps to set up .your OpenAI account and connect it with Deskpro

Step 1: Add Credit to Your OpenAl Account

.Sign Up: If you haven't already, sign up for an OpenAI account .1

.Navigate to Billing: Go to the billing page in your OpenAI account .2

Add Payment Details: Enter your payment information to enable .3 .billing

.Top-Up Credit: Add at least \$5 to your account .4

Credit Delays

It can take up to 24 hours for the credit to reflect in your account, so you may need to wait until this is complete before you can complete your AI connection setup

Step 2: Creating an API Key

Create a New Project: OpenAl defines projects as shared **.1** environments where teams can collaborate and share API resources. Projects allow you to set custom rate limits and manage access to resources. You may want to create a project specifically for use with .Deskpro

Navigate to API Keys: From the OpenAI Dashboard, go to the API **.2** .Keys section and <u>create a new secret key</u>

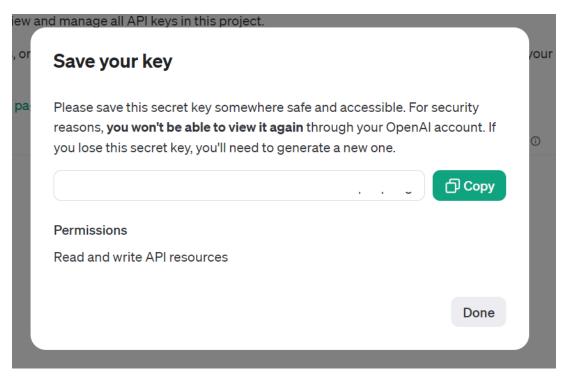
Personal 0 / Default pro	pject C Playground Dashboard Docs API reference 🧿 🖪
DASHBOARD	API keys + Create new secret key
 Assistants Fine-tuning (a) Batches 	Project API keys have replaced user API keys. We recommend using project based API keys for more granular control over your resources. Learn more
E Storage	As an owner of this project, you can view and manage all API keys in this project. Do not share your API key with others, or expose it in the browser or other client-side code. In order to protect the security of your account, OpenAI may also automatically disable any API key that has leaked publicly. View usage per API key on the Usage page.
,	Create an API key to access the OpenAI API.
	+ Create new secret key

Choose the Type of Key: You have the option to create a key owned **.3** by you or a service account. If you create a key owned by you and you are removed from the organization or project, this key will be disabled. Therefore, it is recommended to use a Service Account Key to ensure .continuity

Create new secret key		
Dwned by		
You 💿 Service account		
A new bot member (service account) will be a created.	added to your project, an	d an API key will be
Service account ID		
Deskpro		
Ds can include letters, numbers, and hyphen	s	
Project		
Deskpro		\$
	Cancel Cr	eate secret key
	Calicer	cate secret key

Warning

Save Your Key Securely: You can only view this key once through .OpenAI, so please save it somewhere secure



Once you have successfully created your API key, you are ready to <u>connect</u>. .your OpenAI account to <u>Deskpro</u>

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