

New Features: Grant Usergroups and Filter Users with Authentication Apps

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Deskpro's [authentication apps](#) enable your agents and users to log in to your helpdesk with their account details from other services, saving you time on password management

We know that a lot of Deskpro helpdesks use authentication apps, so we're always looking for ways to improve them. We're pleased to announce two ways we've made our support for external authentication better

Grant a usergroup

When you enable agents to log in with an authentication app, you can choose what permissions they are granted

You couldn't do the same thing for users, until now. For each user authentication app, you can now pick a [usergroup](#) that users will automatically join when they log in

Grant User Group

VIPs

Add this usergroup to users who login with

Filter users

Suppose you have a database full of user records, but you only want to grant portal access to active subscribers; or you have an Active Directory containing records for everyone in your company, but you only want staff from the IT department to become agents

We've now added a powerful filtering feature that lets you define which user records you want to use for DeskPRO authentication. You can create filters based on any information in your Active Directory, LDAP store, OneLogin, database or other external source

Filter

```
user["active"] == "yes"
```

You can filter based on info provided by the usersource.

You'll find full documentation about how to create your own filters in the [Filtering a usersource section](#) of the admin manual

If you're using DeskPRO Cloud, we'll roll both these new features out to your helpdesk within the next few days. If you're using On-Premise, update your DeskPRO to get them .now