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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
)

[telephonenumber] => Array
    (
       [0] => xxxxxxxxxxxx
)

[useraccountcontrol] => Array
```

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: 555-1234-567 primaryPhone.0:

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