Finding a field name for User Auth Data

Ben Henley - 2023-09-13 - Commentaire (1) - CRM

You can import data from an external usersource into a custom User Auth Data user field within Deskpro.

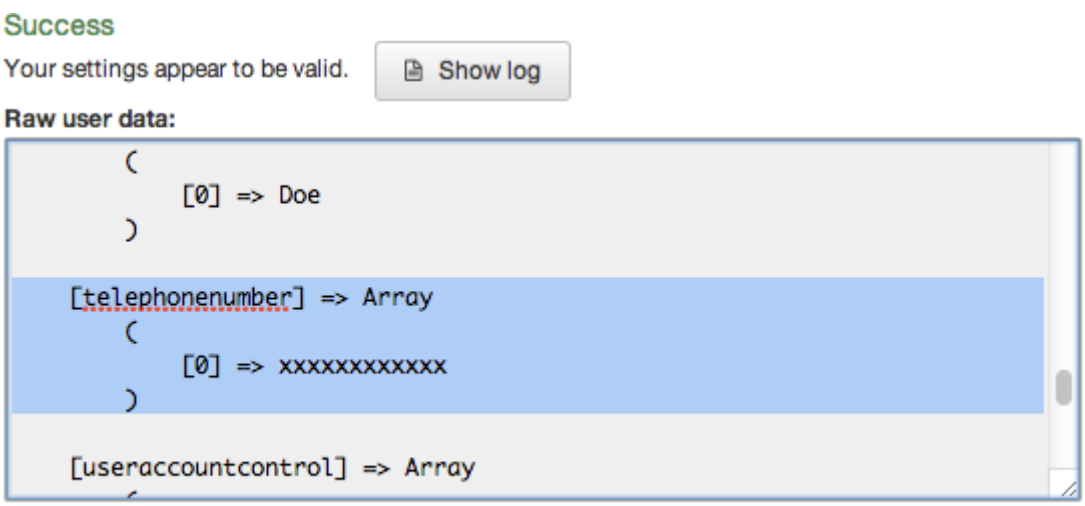
To set this up, you need to enter the **Field Name** of the usersource in the User Auth Data field settings.

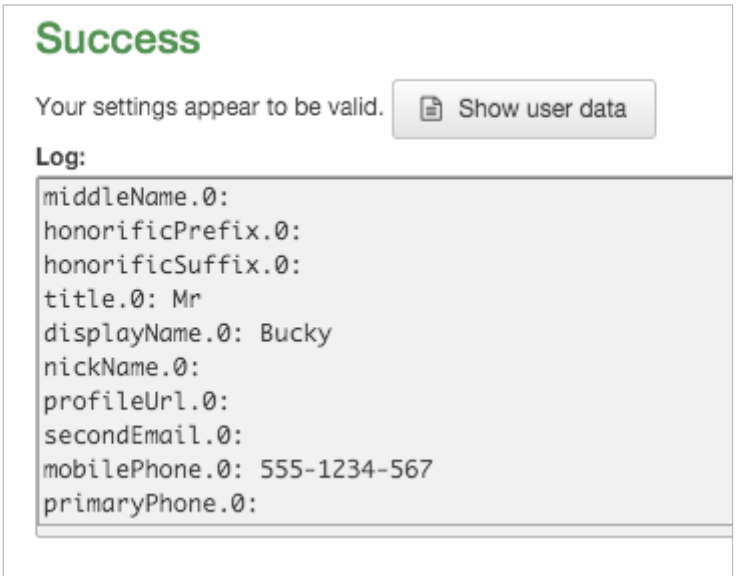
To do this, go to the settings for the usersource's authentication app in **Admin > CRM > Auth & SSO** or **Admin > Agents > Auth & SSO**.

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*.





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