Exact links to tickets do not survive SSO if not logged in Finished

- Christopher Keith
- **Forum name:** #Bug Report

We often receive notifications about new tickets via email. As an example: https://ithelp.brown.edu/agent/#app.tickets,t:15610 When I click on the link and if I am not logged in to Deskpro, I go through the authentication process with Shibboleth, which requires redirecting to our IDP and back to the application. After a successful authentication, I just hit my Deskpro dashboard but the ticket referenced in the original link on which I clicked is not visible. I then have to either click the link again or search for the ticket in Deskpro.

Comment (1)

**Eloise Rea**

2 months ago

Hi Christopher, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I can see this has now been fixed. I'm very sorry for the delay in providing an update here.