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Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Question:

Our users already have accounts on our website. Can we link those accounts to Deskpro, so they don't have to create a separate Deskpro account?

Answer:

Yes, there are several ways to implement this using Deskpro authentication apps, found at Admin > CRM > Auth & SSO. You can get credentials from a <u>database you control</u> (MySQL, PostgreSQL, SQLite, MsSQL or Oracle), or using <u>Active Directory</u> or <u>LDAP</u>, or you can use the <u>IWT</u> or <u>SAML</u> standards to let users sign in with their existing accounts.