



## Setting Up OpenAI for Deskpro

Lara Proud - 2025-04-23 - [Comentários \(0\)](#) - [AI](#)

If you're using OpenAI for your Deskpro AI Connection, you will need an OpenAI account with sufficient credit. You can follow these steps to set up your OpenAI account and connect it with Deskpro.

### Step 1: Add Credit to Your OpenAI Account

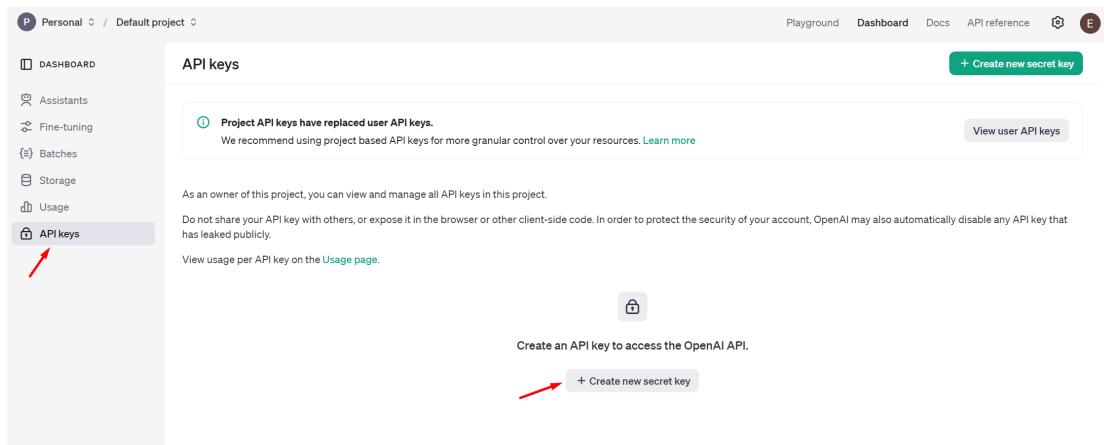
- 1. Sign Up:** If you haven't already, [sign up for an OpenAI account](#).
- 2. Navigate to Billing:** Go to the [billing page in your OpenAI account](#).
- 3. Add Payment Details:** Enter your payment information to enable billing.
- 4. Top-Up Credit:** Add at least \$5 to your account.

Credit Delays

It can take up to 24 hours for the credit to reflect in your account, so you may need to wait until this is complete before you can complete your AI connection setup

### Step 2: Creating an API Key

- 1. Create a New Project:** OpenAI defines projects as shared environments where teams can collaborate and share API resources. Projects allow you to set custom rate limits and manage access to resources. You may want to create a project specifically for use with Deskpro.
- 2. Navigate to API Keys:** From the OpenAI Dashboard, go to the API Keys section and [create a new secret key](#).



Personal / Default project

DASHBOARD API keys

Assistants Fine-tuning Batches Storage Usage API keys

Project API keys have replaced user API keys. We recommend using project based API keys for more granular control over your resources. [Learn more](#)

As an owner of this project, you can view and manage all API keys in this project.

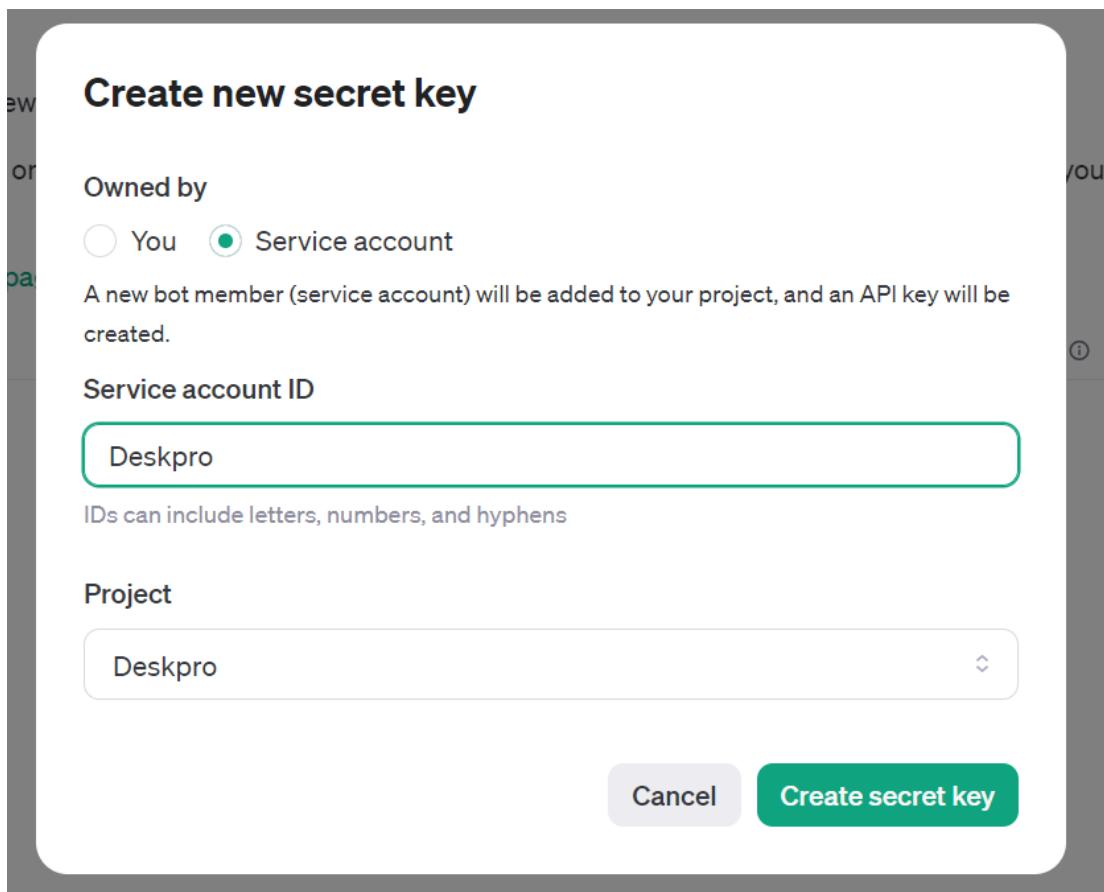
Do not share your API key with others, or expose it in the browser or other client-side code. In order to protect the security of your account, OpenAI may also automatically disable any API key that has leaked publicly.

View usage per API key on the [Usage page](#).

Create an API key to access the OpenAI API.

+ Create new secret key

**3. Choose the Type of Key:** You have the option to create a key owned by you or a service account. If you create a key owned by you and you are removed from the organization or project, this key will be disabled. Therefore, it is recommended to use a Service Account Key to ensure continuity.



## Create new secret key

Owned by

You  Service account

A new bot member (service account) will be added to your project, and an API key will be created.

Service account ID

Deskpro

IDs can include letters, numbers, and hyphens

Project

Deskpro

Cancel Create secret key

Warning

**Save Your Key Securely:** You can only view this key once through OpenAI, so please save it somewhere secure.

view and manage all API keys in this project.

## Save your key

Please save this secret key somewhere safe and accessible. For security reasons, **you won't be able to view it again** through your OpenAI account. If you lose this secret key, you'll need to generate a new one.

Copy

**Permissions**  
Read and write API resources

Done

Once you have successfully created your API key, you are ready to [connect your OpenAI account to Deskpro](#).

- Tags
- [Deskpro AI](#)

## Conteúdo relacionado

- [More AI Choice, More Flexibility - Deskpro Supports Azure AI!](#)
- [Setting up Deskpro AI](#)