Setting Up OpenAI for Deskpro

Lara Proud - 2025-04-23 - Comments (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.
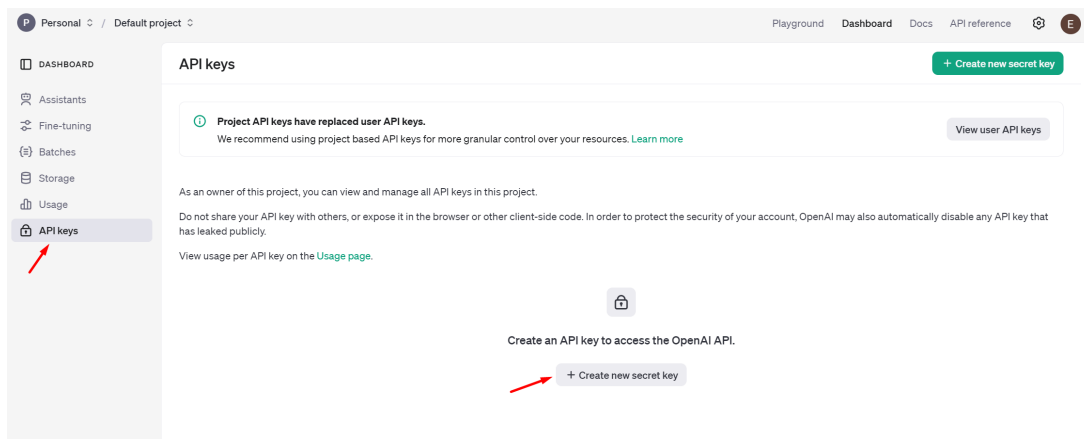
Step 1: Add Credit to Your OpenAI Account

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.

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.

Warning

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

Once you have successfully created your API key, you are ready to connect your OpenAI account to Deskpro.

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