



[Help Center](#) > [Community](#) > [Bug Report](#) > [Exact links to tickets do not survive SSO if not logged in](#)

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

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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.