

## New Feature: Sync Users and Agents from Active Directory, LDAP or Databases

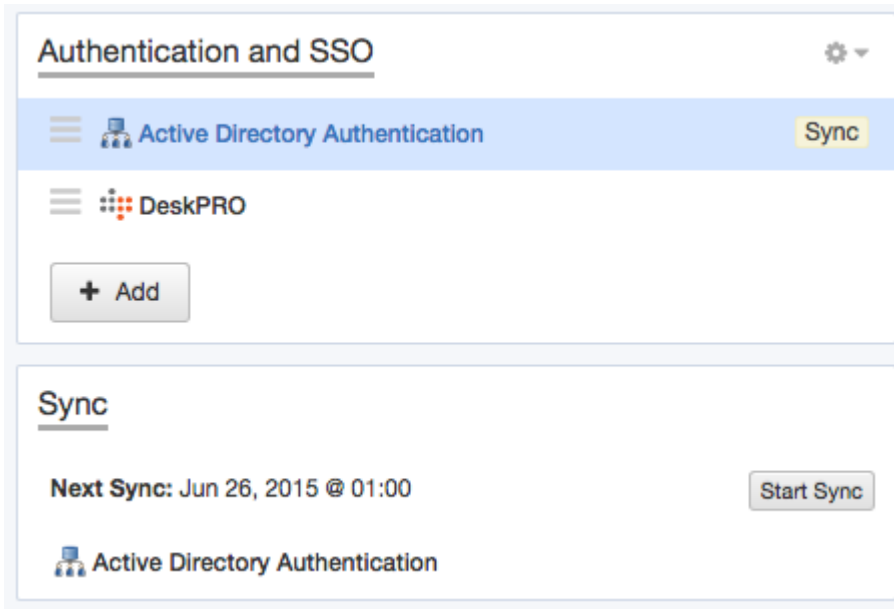
2015-06-25 - Ben Henley - Kommentarer (0) - Product

Managing separate account details for each app your organization uses can be a huge drain on your time. If you ask each of your staff to juggle 37 different passwords, the chances are that most of them will end up being '123456', or, at the very best, 'letmein'.

That's why Deskpro supports external authentication sources, so your agents and users can log in with their existing credentials from another system. It's one less password to remember.

If you're reading this, you're probably *already* aware that Deskpro can fetch account details from **Active Directory, LDAP and 6 leading databases**. That's not the news.

The news is that we've now added **Auto Sync** for those sources.



The screenshot shows the 'Authentication and SSO' settings page in Deskpro. The page has a title bar with a gear icon. Below the title bar, there is a list of authentication sources. The first source is 'Active Directory Authentication', which is highlighted in blue and has a yellow 'Sync' button next to it. Below this, there is a 'DeskPRO' source. At the bottom of the list is a '+ Add' button. Below the list, there is a 'Sync' section with a title bar. This section shows 'Next Sync: Jun 26, 2015 @ 01:00' and a 'Start Sync' button. Below this, there is a list of sources for syncing, with 'Active Directory Authentication' listed.

Your helpdesk can automatically update user or agent records, regularly syncing to make sure your account credentials are all up to date (you can sync manually at any time, too).

Enabling Auto Sync for sources you've already installed is as easy as ticking a box and clicking **Save**.



## LDAP Authentication

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**Enabled**  Yes, enable LDAP Authentication  
Enable the app once you have verified a

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**Enable Auto Sync**  Enable Auto Sync  
Routinely sync user information from this

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If want to set this up from scratch, see our documentation for [Active Directory](#) or [LDAP](#).

We'll be rolling out Auto Sync to Cloud accounts soon. (Deskpro On-Premise admins: update your helpdesk to version #407 or greater to begin auto syncing straight away).