

Can I let users log in to Deskpro using their existing accounts from other systems?

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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 [database you control](#) (MySQL, PostgreSQL, SQLite, MsSQL or Oracle), or using [Active Directory](#) or [LDAP](#), or you can use the [JWT](#) or [SAML](#) standards to let users sign in with their existing accounts.