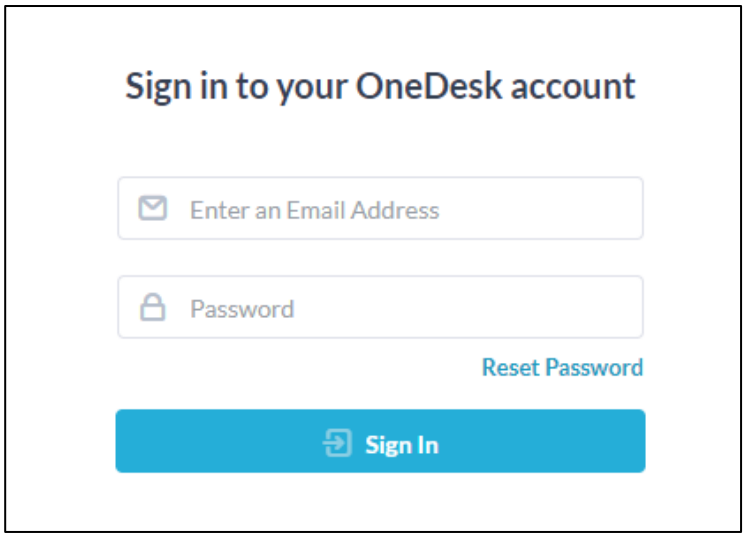
Configuring OneDesk

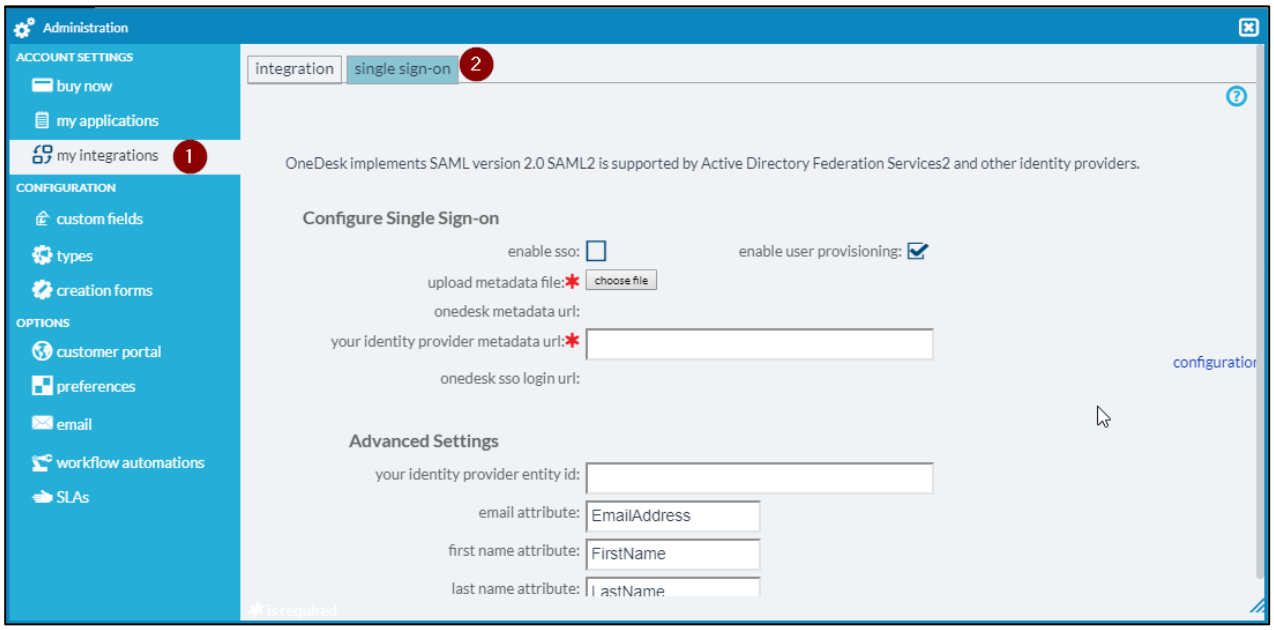
Configuring OneDesk for SSO enables administrators to manage their users using Citrix Gateway. Users can securely log on to OneDesk using their enterprise credentials.

To configure OneDesk for SSO through SAML, follow the steps below:

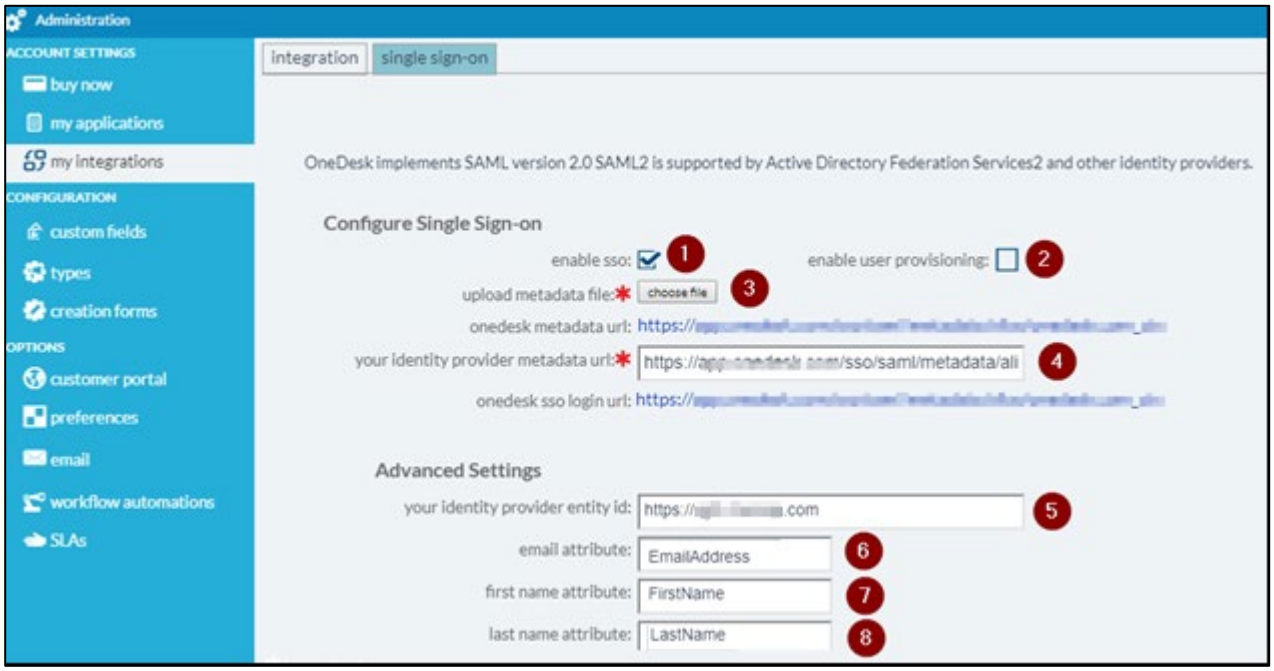
1. In a browser, type https://app.onedesk.com/ and press **Enter**.
2. Log on to your OneDesk account as an administrator.
3. Type your credentials, and click **Sign In**.



4. On the Home page, click Administration  icon. The Administration page appears. Click **my integrations > single sign-on**.



5. On the s**ingle sign-on** page, specify the following information:



i. **Enable sso** – select the check box
ii. **Enable user provisioning**- select the check box if you want IdP authenticated users to automatically get created and granted access when they attempt to access the OneDesk application.
iii. **Upload metadata file**- Click **Choose File** to select the IDP (Netscaler) metadata file.

iv. **your identity provider metadata url**- Specify the IDP (Netscaler) metadata URL. For example, https://app.onedesk.com/sso/saml/metadata/alias/onedesk.com_<your-Org-domain>
v. **your identity provider entity id**- Specify the unique name or URL of IDP as entity id.
vi. **Email attribute**- specify the email attribute.
vii. **First name attribute**- type the first name of the attribute.
viii. **Last name attribute**- type the last name of the attribute.

The configuration gets saved.