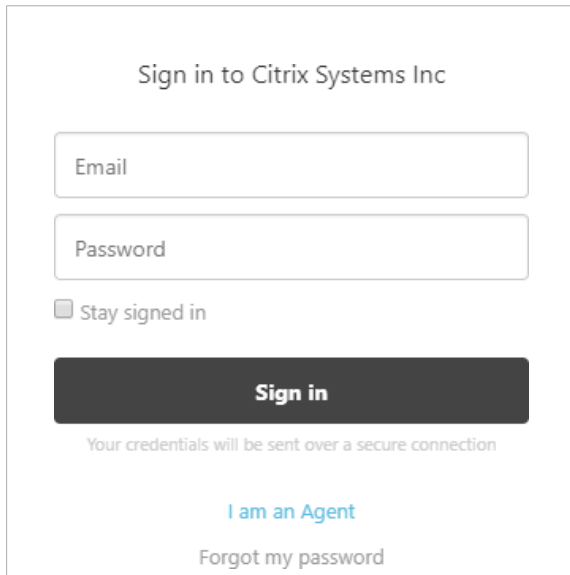# Configuring Zendesk

To configure Zendesk for single sign-on through SAML, follow the steps below:

1. In a browser, type https://<customer>.zendesk.com and press enter.
2. Log on to your Zendesk account as an administrator.
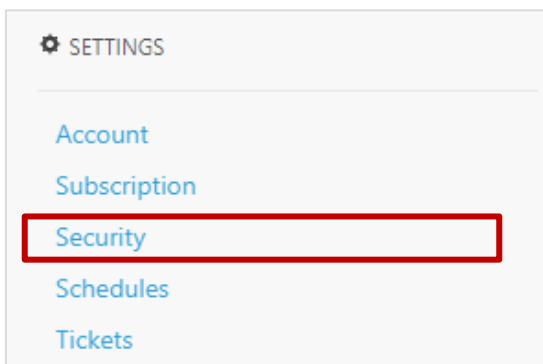
3. On the **Support** page, in the left pane, click the **Admin** icon .
4. In the **Setting** section, click **Security**.

5. In the **Security** area, to enable single sign on for administrators and agents, in the **Admin &
   Agents** section, click **Single sign-on (SSO)**.

6. To enable single sign on for end users, in the **End-users** section, click **Single sign-on (SSO)**.

7. Select the **SAML** check box.

8. Copy the SAML SSO login URL from the Citrix Cloud wizard (**Citrix Gateway Service > Add a Web/SaaS App > Login URL**).

9. In the **Certificate fingerprint*** box, you must paste the Certificate fingerprint.

10. Download the X509 certificate from the Citrix Cloud wizard (**Citrix Gateway Service > Add a Web/SaaS App > Certificate**).

11. If you want the users to redirect to a specific site after logging out, in the **Remote logout URL** box, enter the specific URL. For example: www.yourcompany.com/zendesklogout.

12. Type the IP ranges if required.

13. Keep the **JSON Web Token** check box unchecked.

14. If you don't want to necessitate the agents and administrators to enter passwords, select the **Disabled** check box.

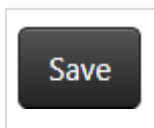15. Click **Save**.

You have completed the required configuration.