Freshdesk

- Open an administrator session on `https://sub-domain.freshdesk.com/`
- Click on **Admin** in the top menu
- In section **General Settings**, click on **Security**
- Turn on **Single Sign On (SSO)**
- Select **SAML SSO**
- Enter the 3 following parameters:
  - SAML Login URL:

```
https://mydomain.trustelem.com/app/124XXX/sso
```

  - Logout URL:

```
https://mydomain.trustelem.com/app/124XXX/on_logout
```

  - Security Certificate Fingerprint (*available in the setup page of your Trustelem application --> Display setup instructions*)
- Enter user(s) of your choice in field **Send notifications** to of section **Admin Notifications**
- Save

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