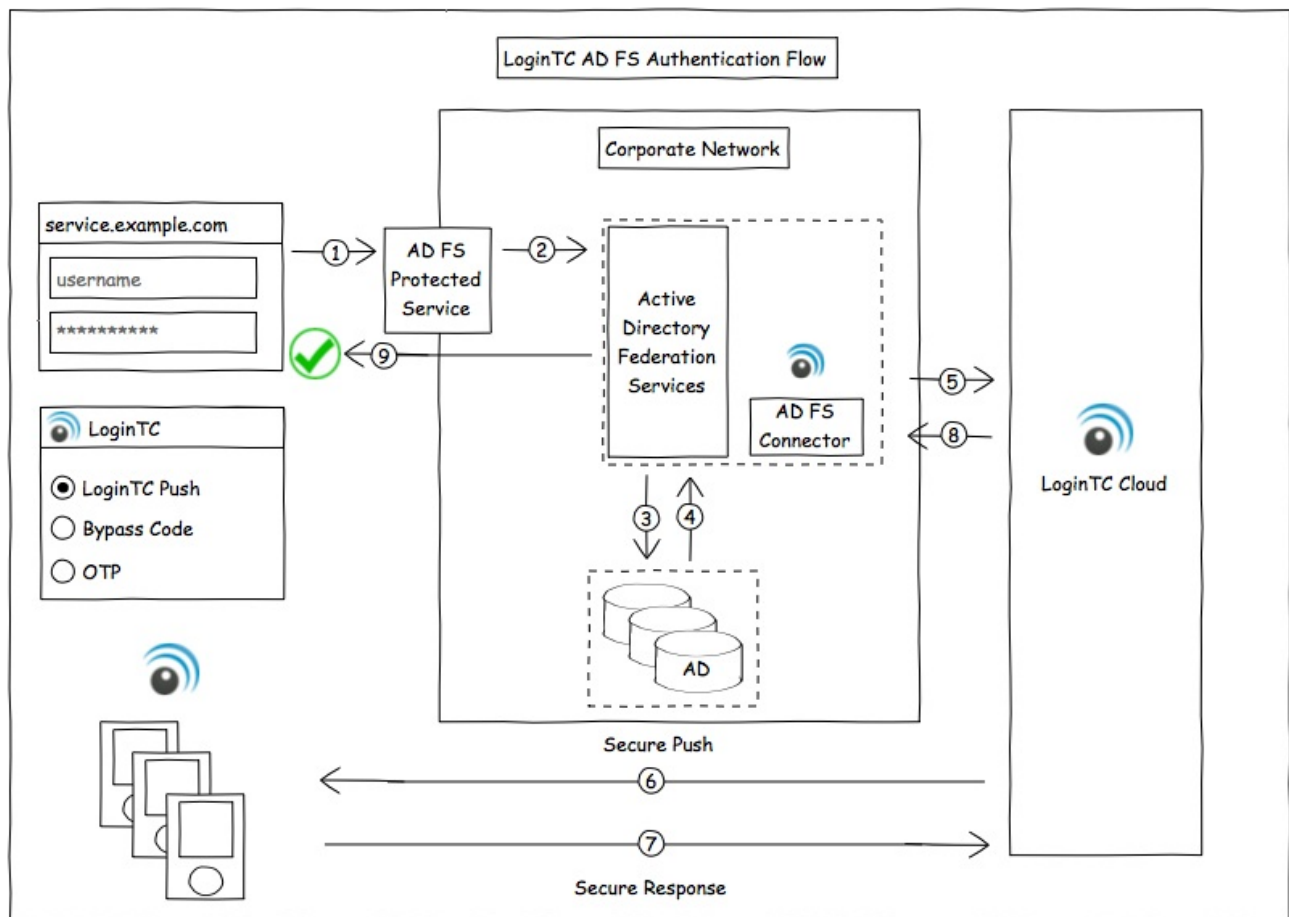


Two-factor authentication for Freshdesk

logintr.com/docs/connectors/adfs-freshdesk.html

Overview

The LoginTC AD FS Connector protects access to your Microsoft Active Directory Federation Services (AD FS) by adding a second factor LoginTC challenge to existing username and password authentication. The LoginTC AD FS Connector provides a LoginTC multi-factor authentication (MFA) method to your AD FS deployment, used by your Freshdesk.



Architecture and Authentication Flow

Subscription Requirement

Your organization requires the **Business** or **Enterprise** plan to use the LoginTC AD FS Connector. See the [Pricing](#) page for more information about subscription options.

User Experience

After entering the username and password into the AD FS login page, the user is shown a selection of second factor options. The user clicks a button to receive a LoginTC push

notification, authenticates and is logged in.

Prerequisites

Before proceeding, please ensure you have the following:

- Freshdesk configured with federation to your on-premise AD FS
- [LoginTC Admin](#) account
- Microsoft Windows Server 2016 (or Windows Server 2012)

Working Freshdesk Federation Deployment

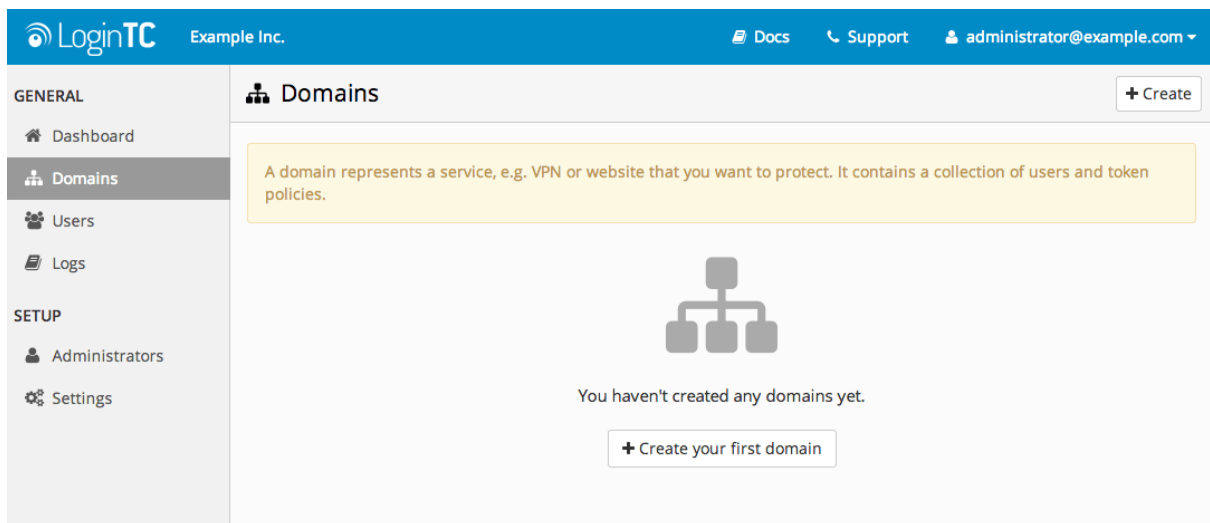
It is strongly recommended that you have a working Freshdesk with federation against your on-premise AD FS prior to adding LoginTC multi-factor authentication. Please see the guide, [Configuring ADFS SAML for Freshdesk](#) to configure your Freshdesk to use your on-premise AD FS.

LoginTC Domain Creation

Create a LoginTC domain in [LoginTC Admin](#). The domain represents a service (e.g. your corporate AD FS) that you want to protect with LoginTC. It will contain token policies and the users that access your service.

If you have already created a LoginTC domain for your AD FS deployment, then you may skip this section and proceed to [Installation](#).

1. [Log in](#) to LoginTC Admin
2. Click **Domains**:
3. Click **Create Domain**:



4. Enter domain information:

LoginTC Example Inc. Docs Support administrator@example.com

GENERAL

- Dashboard
- Domains**
- Users
- Logs

SETUP


- Administrators
- Settings

Domains / Create Domain Cancel

Name
The domain name will appear on authentication requests (e.g. Office VPN)

Icon
The domain icon (e.g. your organization logo) will appear on authentication requests

Default Custom



Connector
How you will connect your infrastructure to this domain

RADIUS API OpenAM SiteMinder Drupal WordPress Joomla

RADIUS

Use the **RADIUS Connector** for your RADIUS appliance

Key Policy
Specify how your users will unlock their token to authenticate

PIN Passcode

Note: if you are already using passwords for the first factor, we recommend PIN

Create

Installation

AD FS Configuration

Windows Server 2016 (AD FS version 4.0)

The instructions below are for AD FS (version 4.0) running on Windows Server 2016. If you have AD FS (3.0) running on Windows Server 2012 R2, see [AD FS Configuration in Two-factor authentication for AD FS on Windows Server 2012 R2](#).

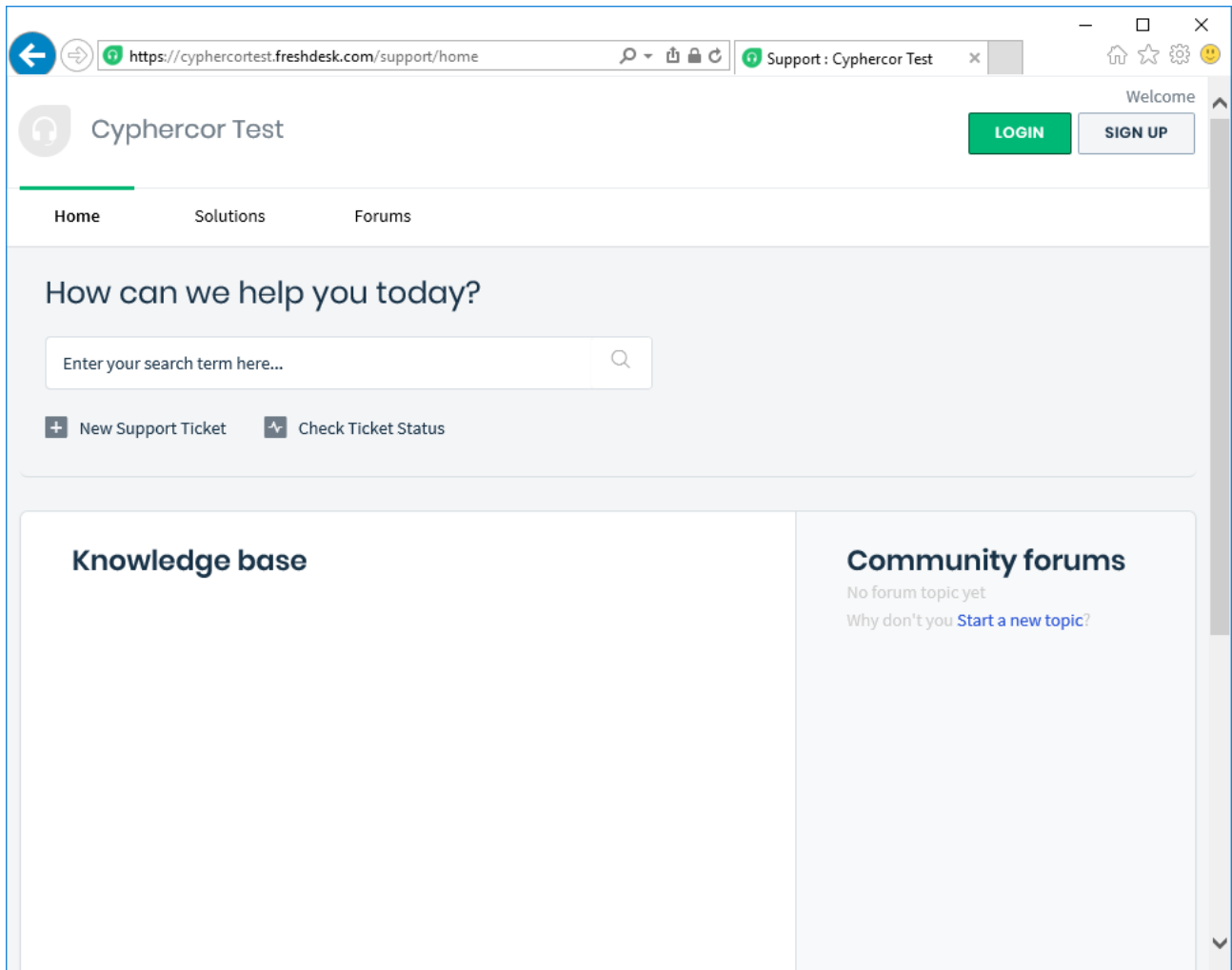
To configure your AD FS to use the LoginTC MFA method:

Your AD FS login will now present the user with a secondary LoginTC authentication page.

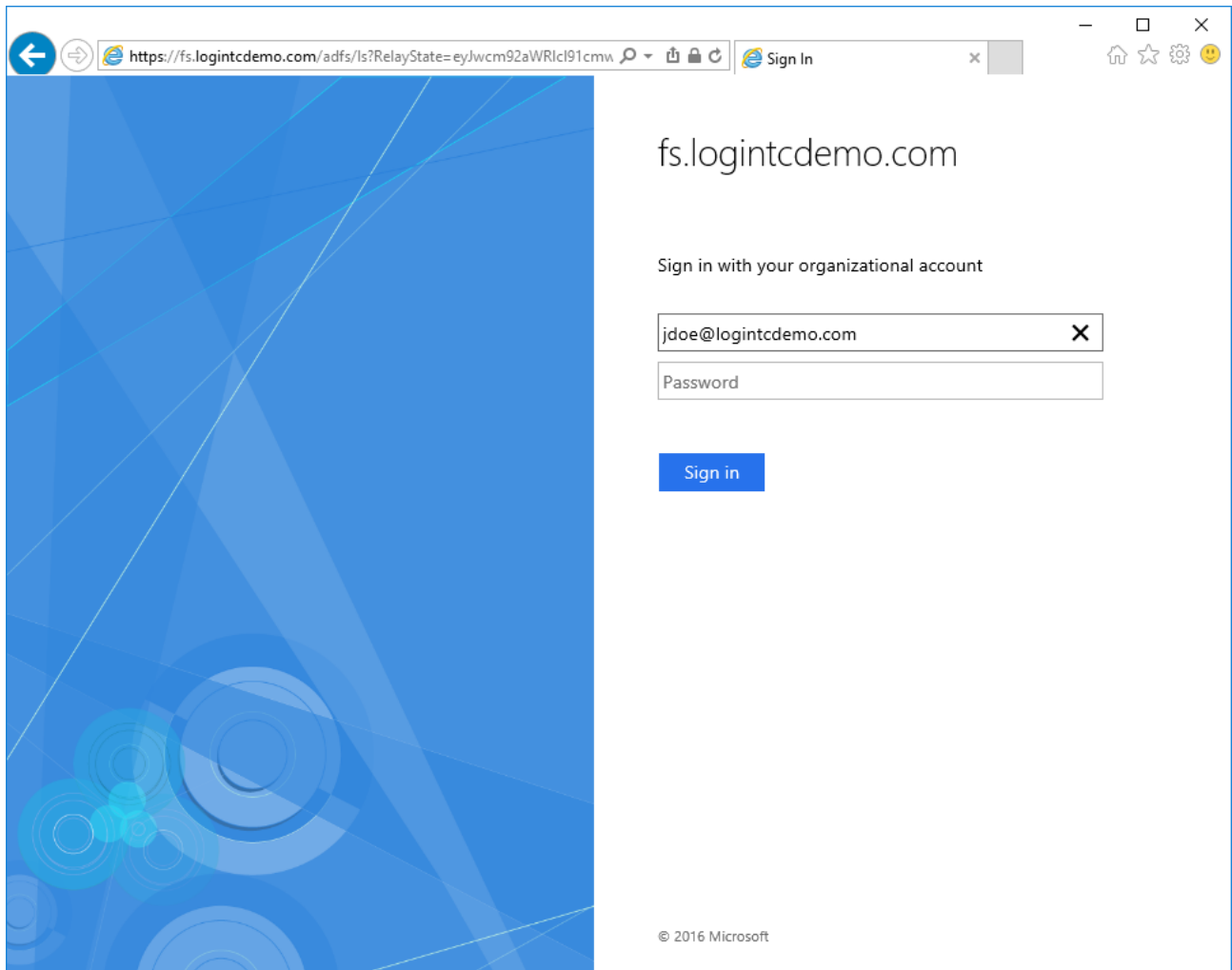
Usage

User Usage

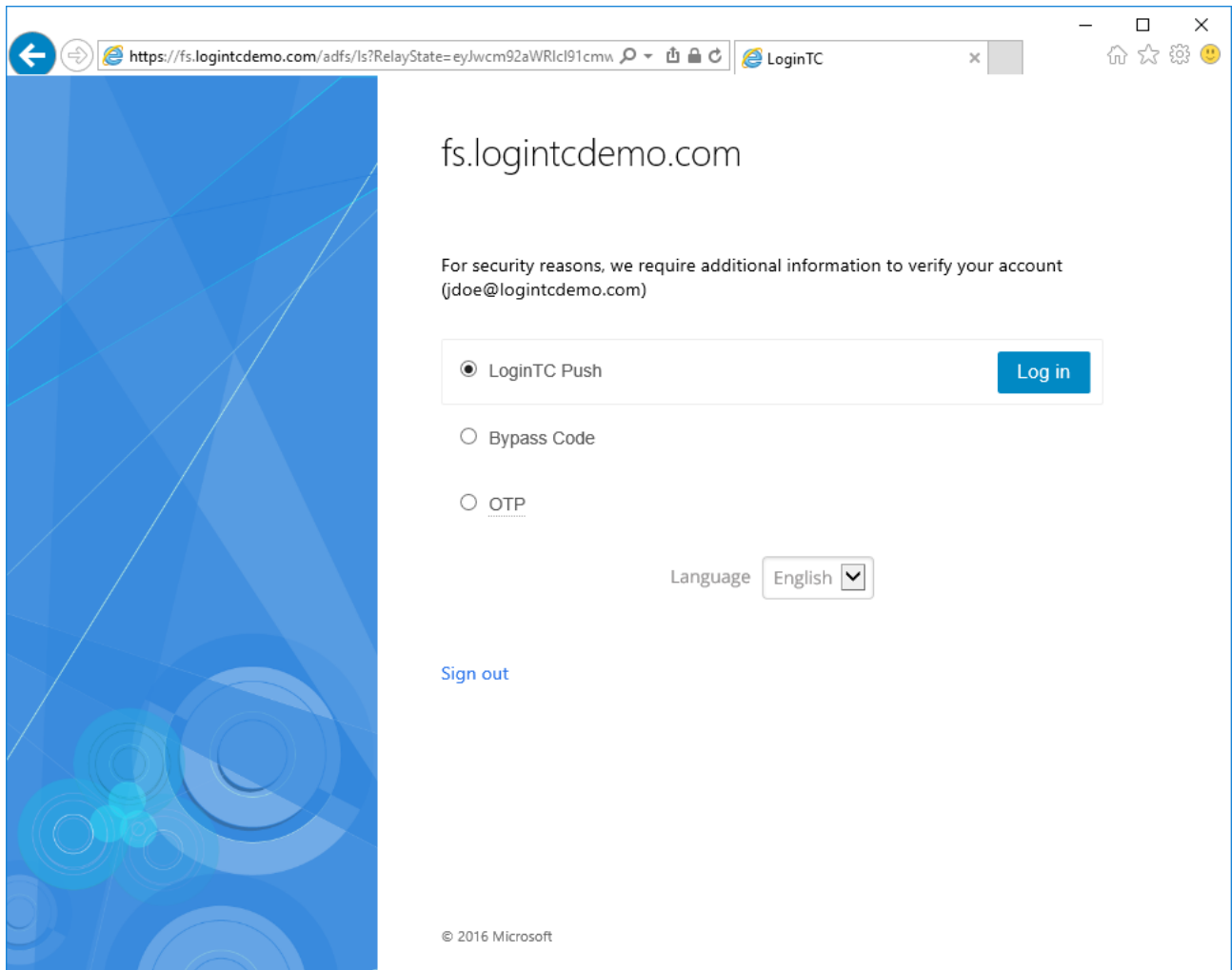
The user proceeds to the Freshdesk portal as they normally would and press the Login button.



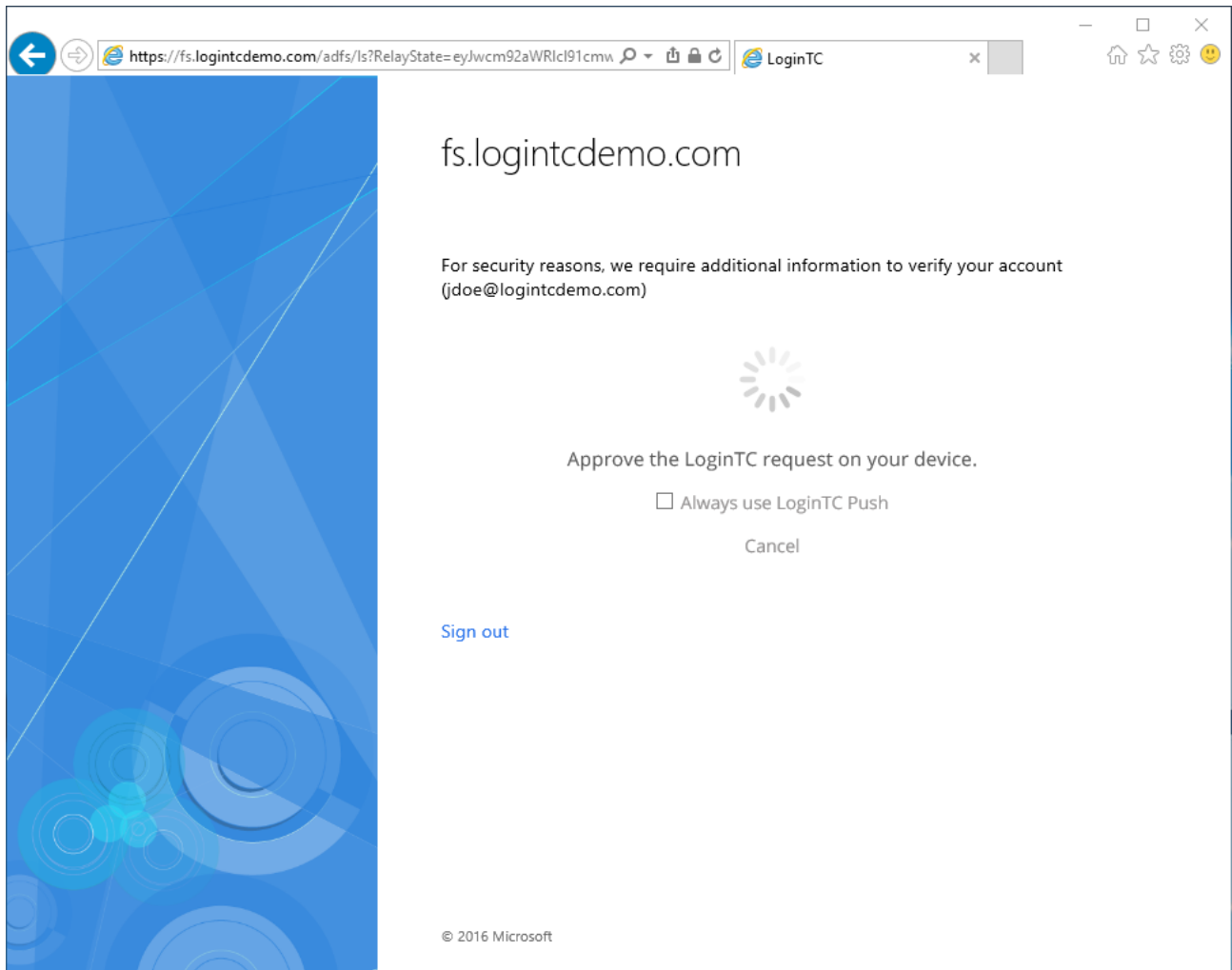
The user is brought to your on-premise AD FS where they are prompted to enter their username and password.



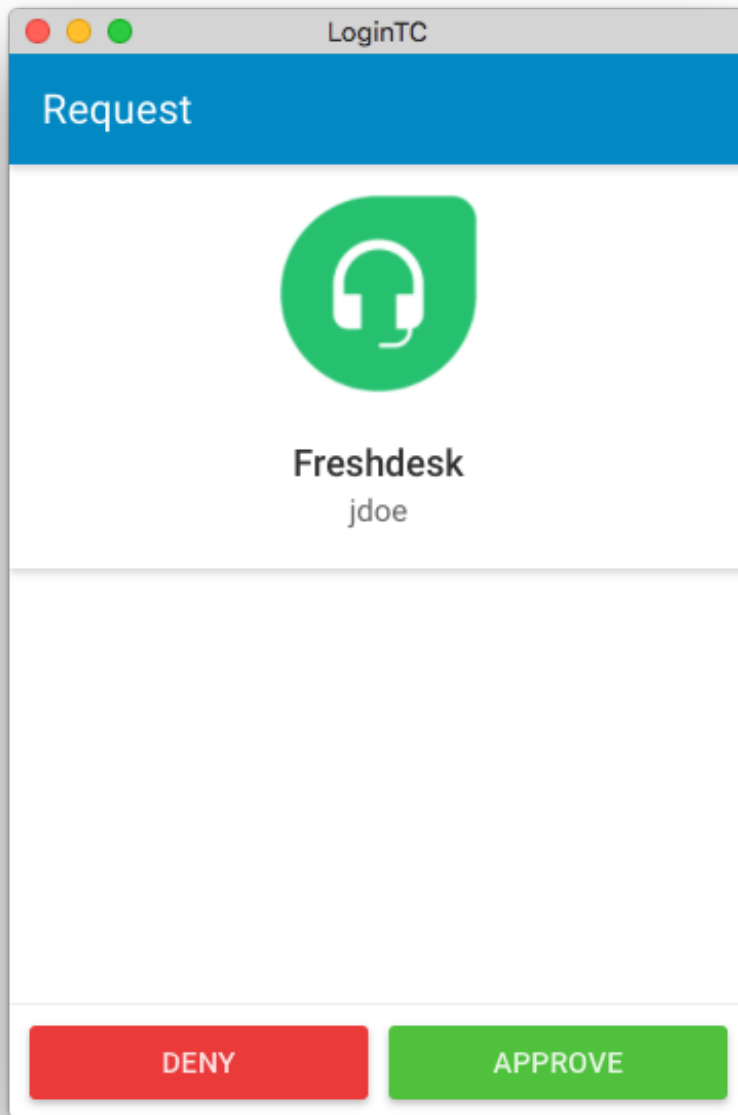
After successfully authenticating with their username and password, the user is presented with options to log in with LoginTC. The user may select to authenticate using LoginTC push, bypass codes, or OTPs.



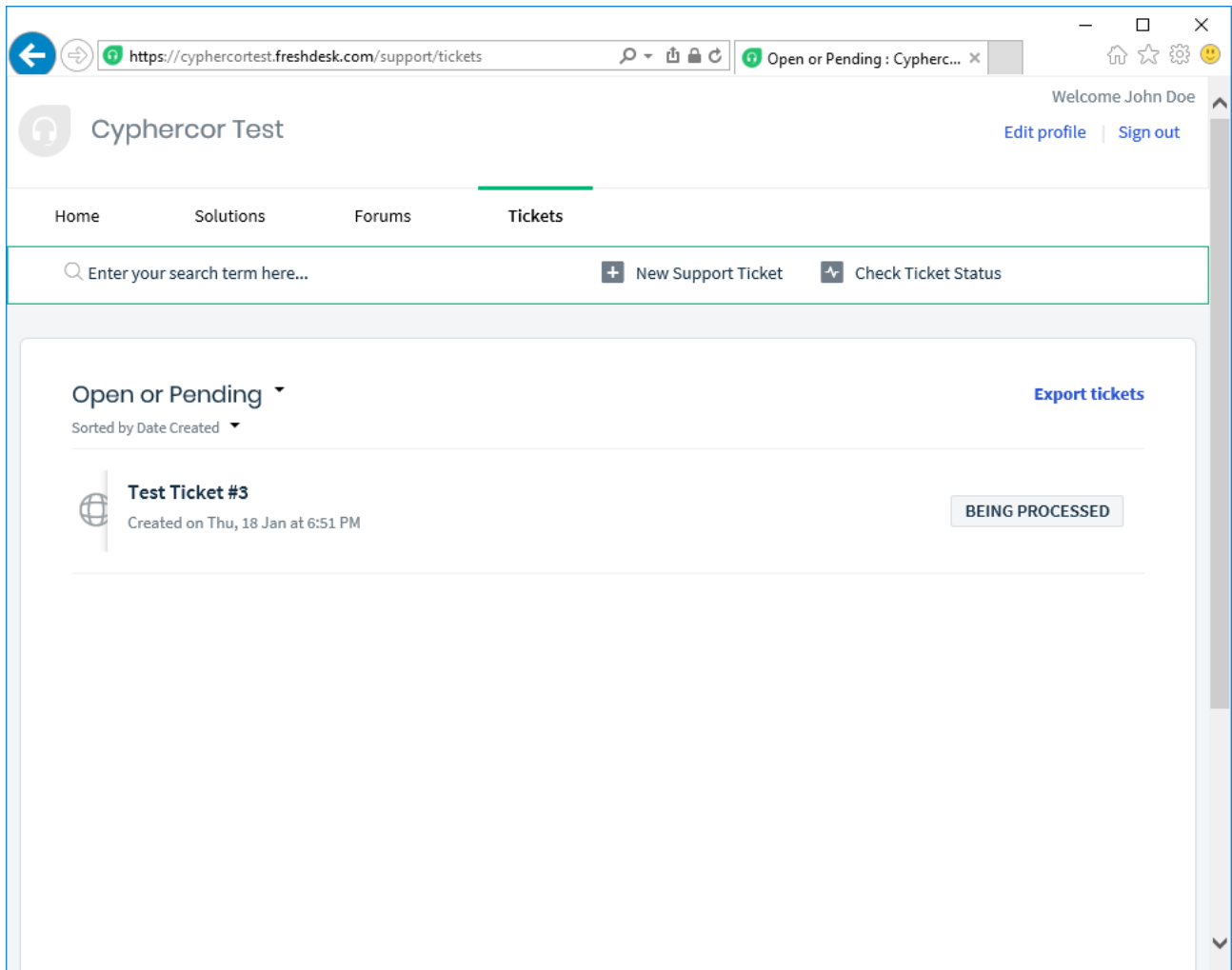
If the user selects LoginTC push, they are informed to approve the LoginTC request on their device. The user is also presented with an option to remember their LoginTC login choice. The next time the user logs in they will automatically receive a LoginTC push notification. The user may also cancel the login attempt and return to the login page.



The user receives a push notification on their device where they have provisioned their LoginTC token.

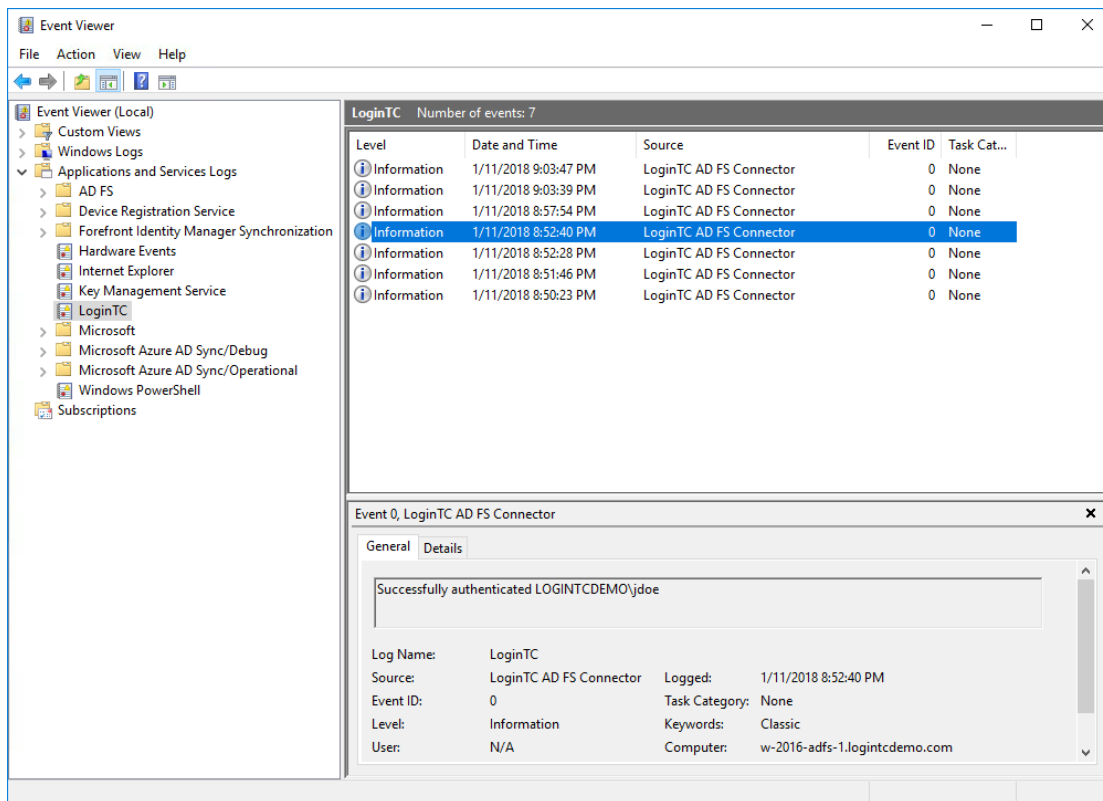


After successfully authenticating with LoginTC, the user is redirected back to Freshdesk.



Logging

The LoginTC AD FS Connector logs events to the Microsoft Event Viewer under **Applications and Service Logs** → **LoginTC**. In some cases, it may be helpful to also look at the general AD FS logs under **Custom Views** → **ServerRoles** → **Active Directory Federation Services**.



Uninstallation

To uninstall the LoginTC AD FS Connector, simply navigate to the **Add or remove programs** in the Windows **Control Panel**, find LoginTC AD FS Connector in the list and follow the prompts.

Prior to Uninstalling

Prior to uninstalling the LoginTC AD FS Connector, ensure that the LoginTC MFA method is not being used in any of your AD FS authentication policies. The uninstallation will fail if the LoginTC MFA method is being used in any of your AD FS authentication policies.

Email Support

For any additional help please email support@cyphercor.com. Expect a speedy reply.