

Sitelok Zendesk Plugin



V1.4

Sitelok Zendesk Plugin

Copyright 2011-2021 Vibralogix. All rights reserved.

This document is provided by Vibralogix for informational purposes only to licensed users of the Sitelok product and is provided on an 'as is' basis without any warranties expressed or implied.

Information in this document is subject to change without notice and does not represent a commitment on the part of Vibralogix. The software described in this document is provided under a license agreement. The software may be used only in accordance with the terms of that license agreement. It is against the law to copy or use the software except as specifically allowed in the license.

It is the users responsibility to ensure the suitability of the product before using it. In no circumstances will Vibralogix be responsible for any loss or damage of data or programs as a result of using the product. Your use of the product implies acceptance of these terms.

Contents

Chapter 1 Introduction	4
What is the Sitelok Zendesk plugin?	4
Chapter 2 Installation	5
Installing for the first time or upgrading	5
Setting up your Zendesk account	6
Setting up the plugin	9
Disabling the Plugin	10
Uninstalling the plugin	10
Chapter 3 Using the plugin	11
How does SSO work on your site	11
Using User id's	11
Chapter 4 Support	13

Chapter 1 Introduction

What is the Sitelok Zendesk plugin?

The Sitelok Zendesk plugin allows a single sign-on (SSO) between Sitelok and Zendesk. In other words Sitelok will be the login system used by Zendesk so a user only needs to enter their Sitelok login details to have access to Zendesk as well.

Chapter 2 Installation

Installing for the first time or upgrading

- 1) Extract the contents of the zip file to your PC.
- 2) Upload the pluginZendesk folder to your existing Sitelok slpw folder using FTP. There are no special permissions required on most servers.
- 3) Login to the Sitelok control panel.
- 4) Open the following URL in the browser

<http://www.yoursite.com/slpw/pluginZendesk/install.php>

which will start the installation process. If all is well you will be taken to the plugin preferences page where you will see the plugin listed.

If you have any problems with installation please let us know so that we can help you.

If you are upgrading from a version earlier than V1.0 or V1.1 please go to the plugin page and change the older Zendesk Login URL with just your Zendesk subdomain.

Setting up your Zendesk account

Before Zendesk will allow Sitelok to login in users we need to enable Single Sign-On.

Before enabling SSO in Zendesk you should ensure that you create a user in Sitelok with the same email address as the admin user in Zendesk. If you ever manage to lock yourself out of Zendesk you can always login at

<https://account.zendesk.com/access/normal>

- 1) Login to to Zendesk as admin, go to **Admin - Security**
- 2) Click the **End-users** link at the top
- 3) Click the **Single Sign-On (SSO)** checkbox
- 4) Check **JSON Web Token**
- 5) Set the **Remote login URL** to
http://www.yoursite.com/slpw/plugin_zendesk/zendesklogin.php
- 6) Set the **Remote logout URL** to
http://www.yoursite.com/slpw/plugin_zendesk/zendesklogout.php
- 7) Leave the **IP ranges** field blank
- 8) Check the **Allow update of external ids?** checkbox.
- 9) Make a note of the **Shared Secret** token that is generated. If you don't see it you can click the link to generate a new one.
- 10) Click the **Save** button


Once setup the screen should look something like this.


Security

Admins & Agents **End-users** Global

End-user login authentication

By default, your end-users are authenticated and logged in using Zendesk's user authentication. You can however bypass this and require your end-users to log in via single sign-on using Zendesk Remote Authentication or SAML (available in Plus and Enterprise).

 **Zendesk**
Your customers log in with their Zendesk accounts.

 **Single sign-on (SSO)**
Your customers use your SSO service to log in to your Zendesk. Requires configuration.


SAML
SAML is an industry standard SSO framework typically used by large enterprises for communicating identities across the internet. [Learn more.](#)

JSON Web Token
JWT, a widely adopted open standard, provides a flexible framework for creating a custom SSO solution. [Learn more.](#)

Remote login URL
This is the URL that Zendesk will redirect your users to for remote authentication, e.g.
`https://www.example.com/services/login`

Remote logout URL
This is the URL that Zendesk will redirect your users to after they log out, e.g.
`https://www.example.com/services/logout`

IP ranges (optional)
Requests from these IP ranges will always be routed via remote authentication. Requests from IP addresses outside these ranges will be routed to the normal login form. To route all requests through remote authentication, leave this blank. An IP range is in the format `n.n.n.n`, where `n` is a number or an asterisk (*) wild card. Separate multiple IP ranges with a space. Your current IP address is: `213.123.39.245`

Update of external IDs? 
It is safe to ignore this setting if you do not use `external_id`'s. When checked, the `external_id` of the user being signed in can be updated. This only happens when no user with the `external_id` was found, but the user's email address was. The `external_id` is unique for an account. Users without an `external_id` will have one added if it's present in the authentication request.

Chapter 2 - Installation

Once you enable SSO it is best to block users from changing their profile and password in Zendesk as this is now handled by Sitelok. To do this

- 1) Go to **Admin - Customers**.
- 2) Uncheck the checkbox labelled **Allow users to view and edit their basic profile data**.
- 3) Uncheck the checkbox labelled **Allow users to change their password**.
- 4) Click the **Save tab** button.

Allow users to view and edit their profile data

Enabled

Allow end-users to change profile data, such as name and phone, in Zendesk.

You should disable this option if you use SSO (Single Sign-On) to populate and update your users in Zendesk (using the API).

Allow users to change their password

Enabled

Allow end-users to change their password. Disable this if you administer users and passwords in another system and rely on SSO (Single Sign-On).

Setting up the plugin

Now that Zendesk SSO has been enabled we need to make a few settings in the plugin. You can access the Zendesk plugin configuration by selecting Zendesk from the Plugins menu. This will display a page like this.

Zendesk Plugin

Settings

Zendesk subdomain

Shared Secret Token
You can get the shared secret token from your Zendesk account in admin - security

Use user id's In most cases you should check this box. See the manual for more info about this setting.

- 1) Set the **Zendesk subdomain** to account name (subdomain)
- 2) Set the **Shared Secret Token**. This should be kept secret.
- 3) Check the **Use user id's** checkbox
- 4) Click the **Save** button.

Disabling the Plugin

To disable the Zendesk plugin select **Plugin Preferences** in the **Plugin** menu option of SiteLok. Uncheck the enable box for the plugin and click the **Save** button. You can enable it again in the same way.

Uninstalling the plugin

To permanently remove the plugin and its settings follow these steps.

- 1) Disable the plugin as above.
- 2) Click the delete icon next the plugin in the disabled plugins section.
- 3) Confirm the action in the alert box.

If the plugin is uninstalled successfully you will be returned to the plugin preferences page.

Chapter 3 Using the plugin

How does SSO work on your site

Login

Once setup Zendesk will use Sitelok as its login and registration system. So you can add users to Sitelok as you do now (via registration forms, payment, Linklok etc) and these users will automatically have access to Zendesk.

If a user visits your Zendesk page and clicks the login link they will see the Sitelok login form (or your custom login template) if they are not already logged in. After login they will be returned to Zendesk.

If a user logs in to Sitelok then you can have that user auto login to Zendesk by linking to Zendesk using the link

http://www.yoursite.com/slpw/plugin_zendesk/zendesklogin.php

if you wish.

Logout

When a user clicks the logout link in Zendesk the user is logged out of Sitelok as well as Zendesk.

As Zendesk don't provide an API call to close a Zendesk session if a user logs out of Sitelok (from a members page) they won't be logged out of Zendesk. One way to solve this is to replace Sitelok logout links with the URL

<https://account.zendesk.com/access/logout>

replacing account with your Zendesk subdomain. This way clicking logout will logout the user from Zendesk and then Sitelok in one go.

Using User id's

By default Sitelok passes unique user id's to Zendesk. This means that if the user changes their email address in Sitelok Zendesk will still know who

the user is. You can if you wish disable User Id's in both the Zendesk settings and the plugin.

Chapter 4 Support

Hopefully if you have followed this manual carefully everything will be working fine. However sometimes things don't go quite so smoothly so if you have any questions or problems then please check the FAQ on the support page or email us.

Support area: <http://www.vibralogix.com/support/>

Email: support@vibralogix.com