**Setting-Up Federation Login for Users ( 3 - Abhyaz, MTAB Technology , CNCTrain)**

Federated login streamlines user access to your Help Center by allowing them to utilize a single authentication ticket/token from identity providers (IdP) such as Google, Facebook, or LinkedIn. This guide provides detailed steps to set up federated login specifically with Google and LinkedIn.

Prerequisites:

1. **Zoho Desk Account:** Ensure you have administrative access.
2. **Identity Provider Accounts:** Obtain the Client ID and Client Secret from both Google and LinkedIn.

Important Notes:

* **Client ID and Client Secret:** These credentials are essential for the federated login setup.
* **New Signup Moderation:** This feature is not available for federated users.
* **Federated User Access:** Users can access the Help Center without requiring an invitation.

**Federation with Google**

**Step 1:** Log into Zoho Desk.

* Click the Setup icon ( ) in the top bar.
* Under Channels, select Help Center.
* Click Federated Login.

**Step 2:** Enable Google Federation.

* Choose Google on the Federated Login page.
* Agree to the Terms and click Enable.

**Step 3:** View OAuth Client.

* Zoho will automatically create an OAuth client.
* Access the client information in the Zoho Developer Console linked on the Federated Login page.

Getting Google Client ID and Secret:

1. **Create a Project:**
   * Sign in to the Google API Console.
   * Create a new project and enable the required APIs.
2. **Configure OAuth Consent Screen:**
   * Set up the consent screen with the necessary details.
3. **Create OAuth Client ID:**
   * Choose "Web application" as the application type.
   * Enter details and specify authorized redirect URLs.
4. **Copy Credentials:**
   * Copy both the Client ID and Client Secret and paste it in the zoho desk

**Federation with LinkedIn**

**Step 1:** Log into Zoho Desk.

* Click the Setup icon ( ) in the top bar.
* Under Channels, select Help Center.
* Click Federated Login.

**Step 2:** Enable LinkedIn Federation.

* Choose LinkedIn on the Federated Login page.
* Agree to the Terms and click Enable.

Getting LinkedIn Client ID and Secret:

1. **Create an App:**
   * Log into the LinkedIn Developer portal.
   * Create a new app.
2. **Get Credentials:**
   * In the app settings, find Client ID and Client Secret.
   * Add the Redirect URL as required.
   * Add Privcy and terms and conditions
   * Click save changes and paste client ID and client Secret in Zoho Desk

These steps ensure a seamless federated login experience with Google and LinkedIn for your Help Center users. Remember to follow each provider's specific procedures, and regularly check for updates in the Zoho Desk documentation.

**Tools**

* + Zoho Desk Account
  + Google API Console (for Google Federation)
  + LinkedIn Developer Portal (for LinkedIn Federation)

**Actors**

* + Zoho Desk Admin/Manager
  + Google (as Identity Provider)
  + LinkedIn (as Identity Provider)
  + Zoho Developer Console
  + Google API Console
  + LinkedIn Developer Portal