

Whos Location

Press Release

WhosOnLocation adds SSO for its Zendesk Helpdesk

21 May, 2013 - WhosOnLocation, the proven cloud-based people presence and safety software provider, today announced the integration of Single sign-on (SSO) access for the secure areas of its Helpdesk.

Background

Helpdesks form a key part of any software solution or service however some parts of the Helpdesk will often require users to login or submit an email address or password before being granted access to that area of the Helpdesk. An example of a secure area is the **submit a ticket** function. Support teams do not want to receive solicitations from spammers and a way to ensure only **legitimate** users of the software are submitting requests for assistance is to enforce username, email, and or password access to that function.

Creating a Seamless User Experience while Maintaining Security

Like most cloud software services, the WhosOnLocation Helpdesk has secure areas that require user authentication. WhosOnLocation's Helpdesk is powered by the world's leading online customer support service, [Zendesk](#) and from today "WhosOnLocation users no longer need to maintain separate logins for the WhosOnLocation service and the Helpdesk" says CEO; Darren Whitaker-Barnett.

At the core of single sign-on is a security mechanism that allows Zendesk to trust the login requests it gets from WhosOnLocation systems. The WhosOnLocation Helpdesk only grants access to the users that have been authenticated by WhosOnLocation.

Zendesk SSO relies on a technology called JSON Web Token (JWT) for securing the exchange of user authentication data.

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About WhosOnLocation

[WhosOnLocation](#) is a cloud service that brings together visitor, contractor, and employee presence, induction management, identity management, and access rights control into a single integrated solution. These services enable any organisation with an obligation to protect the well-being of its employees, visitors, and contractors as well as a need to provide security for its assets and

intellectual property with a robust, secure, easy to deploy, easy to use, cost effective solution.