

Integrations: Google

The Google integration has multiple purposes. It can be used to allow using OAuth authentication for IMAP (department email accounts) and SMTP (outgoing emails). Also, it can be used to allow users to log in and sign up with their Google account, an option available under our [REDACTED] integrations.


To set up Google, you must have a Google account.

The Google integration is disabled by default and needs to be activated before use.

1. Visit **Settings -> General -> Third-Party Integrations**.
2. Find the Google integration and click the "Activate" link located on the left of the table.
3. The page will reload confirming the integration has been activated.

The integration can be deactivated by following the above process, but using the "Deactivate" link instead.

To set up Google, you will need to set up a Google project, follow the steps below.

1. Visit the Google Cloud Platform website -  - and sign in to your Google account.
2. Click on the project selector and then click on "New Project".
3. Enter a name for the project and click "Create".
4. The project will be created in the background, it may take a few minutes. Wait for the page to reload and then click "OAuth consent screen".
5. Choose "External" for the user type and click "Create".
6. Fill out the form with the information of your organisation. Make sure to set the authorised domain to the base domain or subdomain where the help desk will be hosted.
7. There is no need to add any scopes or the optional information, click "Save and Continue" twice.
8. On the summary page, click "Credentials" in the sidebar.
9. Click "Create Credentials" and then "OAuth client ID".
10. In SupportPro, click on "Settings" under Google on the third-party integrations page. This page will show you the authorised

redirect URI needed.

11. Set a name for the client and add the authorised redirect URI from SupportPro, then click "Create".
12. A pop up will show your client ID and secret that need to be entered on the SupportPro screen and click "Save".

To enable the Google login option for your users, follow the steps below.

1. Go to **Settings** -> **Users** -> **Social Login**, and click "Manage" on the right of the Google box. If the option is not there, please ensure you have completed the above set-up of the integration correctly.
2. Press the toggle to enable the social login. If you have multiple brands, you will have the option to enable or disable for each brand.
3. Press "Submit".

It should now be successfully configured, we recommend to try the login as a test user to verify it works.

To use Google as an OAuth authentication provider, follow the below steps.

1. Ensure the Google integration is set up as listed in Integration Settings.

2. _____

Go to Settings -> Tickets -> Departments, click an existing department or create new department. Scroll down to Email Accounts.

OAuth authentication only works on IMAP.

Go to Settings and click on the Email tab. If configuring for a brand, go to Settings -> General -> Brands, click on your brand and then the Email tab.

3. Change the Authentication dropdown to "OAuth".
4. Select Google from the provider dropdown. If it isn't visible, you may have a problem in your integration settings.
5. Ensure the rest of the relevant details are filled in Click on "Get Access Token".
6. A pop up will show, log in to your account or click on your account if already logged in.
7. You will likely see a warning that the app isn't verified, click "Advanced" and then "Go to [App Name] (unsafe)".
8. A pop up will show to grant permission to your Gmail account, click on "Allow".
9. On the next screen, click on "Allow".
10. The token will now have saved to SupportPro, you can confirm by seeing that the button is now red and labelled "Reset Access Token".
11. Finally, click "Validate Authentication" to confirm if it is working, and save on seeing a success message.

The redirect URL entered into the Google app is not correct, or you may not use non-public domains (other than localhost).

Online URL: <https://docs.supportpro.vn/article/integrations-google-17.html>