

Freshdesk Authentication

Overview

The Alchemer Freshdesk integration uses your Freshdesk API key and domain to authenticate. You provide both in the Alchemer authentication step. There is nothing to build on the Freshdesk side beyond generating an API key.

Freshdesk API Credentials

What You Need

- Your Freshdesk API key
 - Your Freshdesk domain (for example, `yourcompany.freshdesk.com`)
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How to find your Freshdesk API key

1. Log in to your Freshdesk account.
 2. Click your profile picture in the top-right corner and select **Profile Settings**.
 3. Your API key is shown on the right side of your profile page. Copy it.
 4. Your domain is your Freshdesk URL, for example `yourcompany.freshdesk.com`.
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Authenticate Freshdesk in Alchemer

After obtaining your Freshdesk API key and domain, add them to the Alchemer Freshdesk integration. Credentials are securely stored in Alchemer and can be reused across all Freshdesk integration actions.

How to Authenticate

1. Start a New Authentication

- Inside any Freshdesk integration action, select **New Authentication**.

2. Enter Your Freshdesk Credentials

Provide the following:

- **API key** – the API key from your Freshdesk profile settings.
- **Domain** – your Freshdesk domain (for example, `yourcompany.freshdesk.com`).

3. Save Your Authentication

- Select **Create**.
 - Once created:
 - The authentication is saved and reused for all Freshdesk actions.
 - You only need to update it if your API key or domain changes.
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