## Initiate a Private Connection in Script Mode for Freshdesk

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#### Note: For Private Connections:

- an instance you have access to is considered a public side.
- an instance you don't have access to is considered a private side: destination instance.

The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

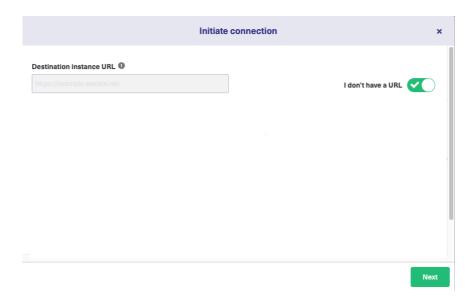
### Initiate a Private Connection from Freshdesk

- 1. Navigate to the **Connections** tab in the Exalate console.
- 2. Click Initiate Connection.

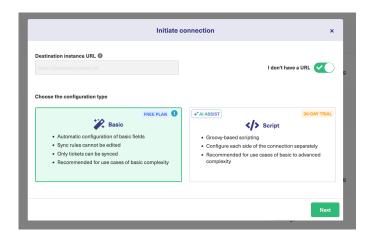


#### 3. Click 'I don't have a URL'

If the destination instance is in a private network toggle I don't have a URL.

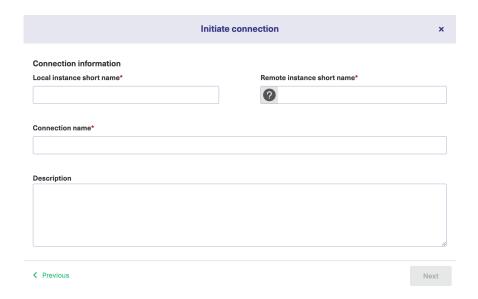


4. Choose a **Script** connection mode and click **Next.** 



#### 5. Enter Connection information & Click Next

Field	Description
Local instance short name	A short name for your instance
Destination instance short name	A short name for the destination instance
Connection name	Name of the connection
Description	Description of the connection

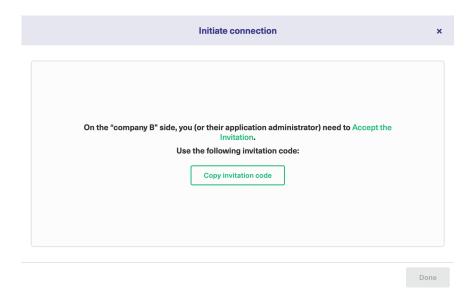


#### 9. Click **Next**.

**Note**: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

#### 10. Click Copy Invitation Code

Here you can copy the invitation code and send it over to your partner. The destination side is shown as "unknown" since this is a private side.



#### 11. Click Done

Once your partner accepts the invitation, you can start synchronization.

# Product About Us? Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection. Glossary:

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