Single-Sign-On

CrowdComms currently supports SSO via the SAML2 standard. This is an enterprise-grade industry standard to allow users to authenticate between Identity Providers (IDPs) and Service Providers (SPs). The CrowdComms platform is a Service Provider and examples of IDPs include Microsoft Active Directory, OneLogin, Okta and others.

FREQUENTLY ASKED QUESTIONS

Q: Do all the delegates still need to be registered on the site as usual?
A: No if they're logging in via their company's directory. With SSO, the user's basic information such as First name, Last name, Email, and Phone number will be auto-populated in the event app.

Q: My event will consist of delegates from my own company and speakers from outside the company, can I still use SSO?
A: Yes, delegates from within the company who has been authenticated will be able to utilise the SSO function. The speakers from outside the company will be able to log in to the event app using their username and password.

Q: Not everyone in my company's Active Directory will be invited to my company's event, can I still use SSO and tailor only the relevant people to have access to the event app?
A: Yes, once your business IT contact has set up the SAML2, you can work with them to decide who from your company should get delegate access to the event app.

INTRODUCTION

SINGLE SIGN-ON (SSO)

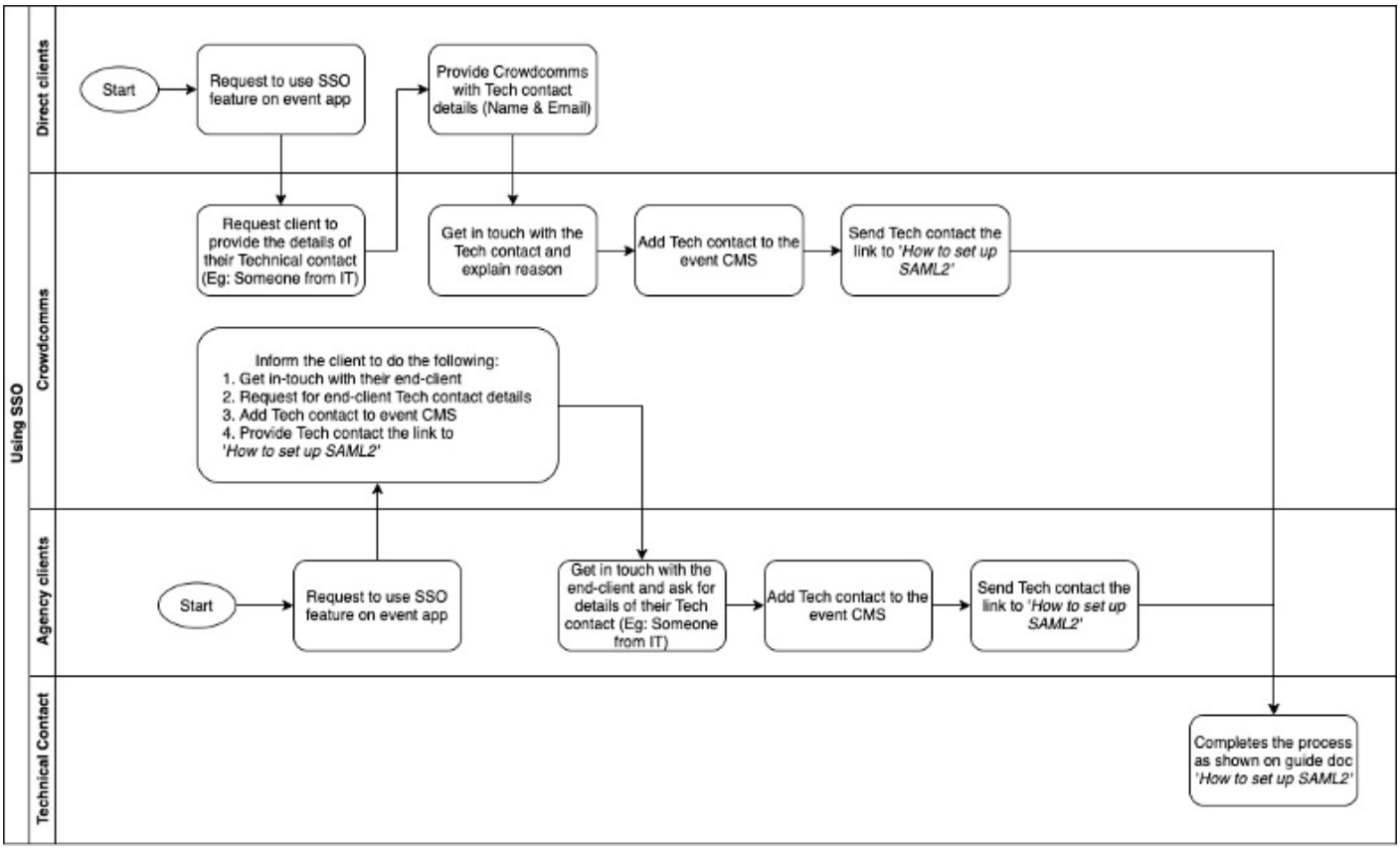
Single sign-on (SSO) is an authentication process that allows a user to use one set of login credentials, for example, a username and password, to access multiple applications.

PURPOSE

SSO helps clients and their users with the challenge of maintaining the different credentials for different applications separately which streamlines the process of signing on without the need to re-enter the password. With SSO end-users time and efforts get minimized as they don’t need to constantly sign in and out separately into multiple applications.

PROCESS

Setting up SSO must be done by the client's IT department or technical personal. The setup will involve authenticating the Identity Prover (IDP) i.e., the client with the Service Provider (SP) i.e., Crowdcomms event platform.


Using SSO
Direct clients
Crowdcomms
Agency clients
Technical Contact
Start
Request to use SSO feature on event app
Provide Crowdcomms with Tech contact details (Name & Email)
Request client to provide the details of their Technical contact (Eg: Someone from IT)
Get in touch with the Tech contact and explain reason
Add Tech contact to the event CMS
Send Tech contact the link to 'How to set up SAML2'
Inform the client to do the following:
1. Get in-touch with their end-client
2. Request for end-client Tech contact details
3. Add Tech contact to event CMS
4. Provide Tech contact the link to 'How to set up SAML2'
Start
Request to use SSO feature on event app
Get in touch with the end-client and ask for details of their Tech contact (Eg: Someone from IT)
Add Tech contact to the event CMS
Send Tech contact the link to 'How to set up SAML2'
Completes the process as shown on guide doc 'How to set up SAML2'

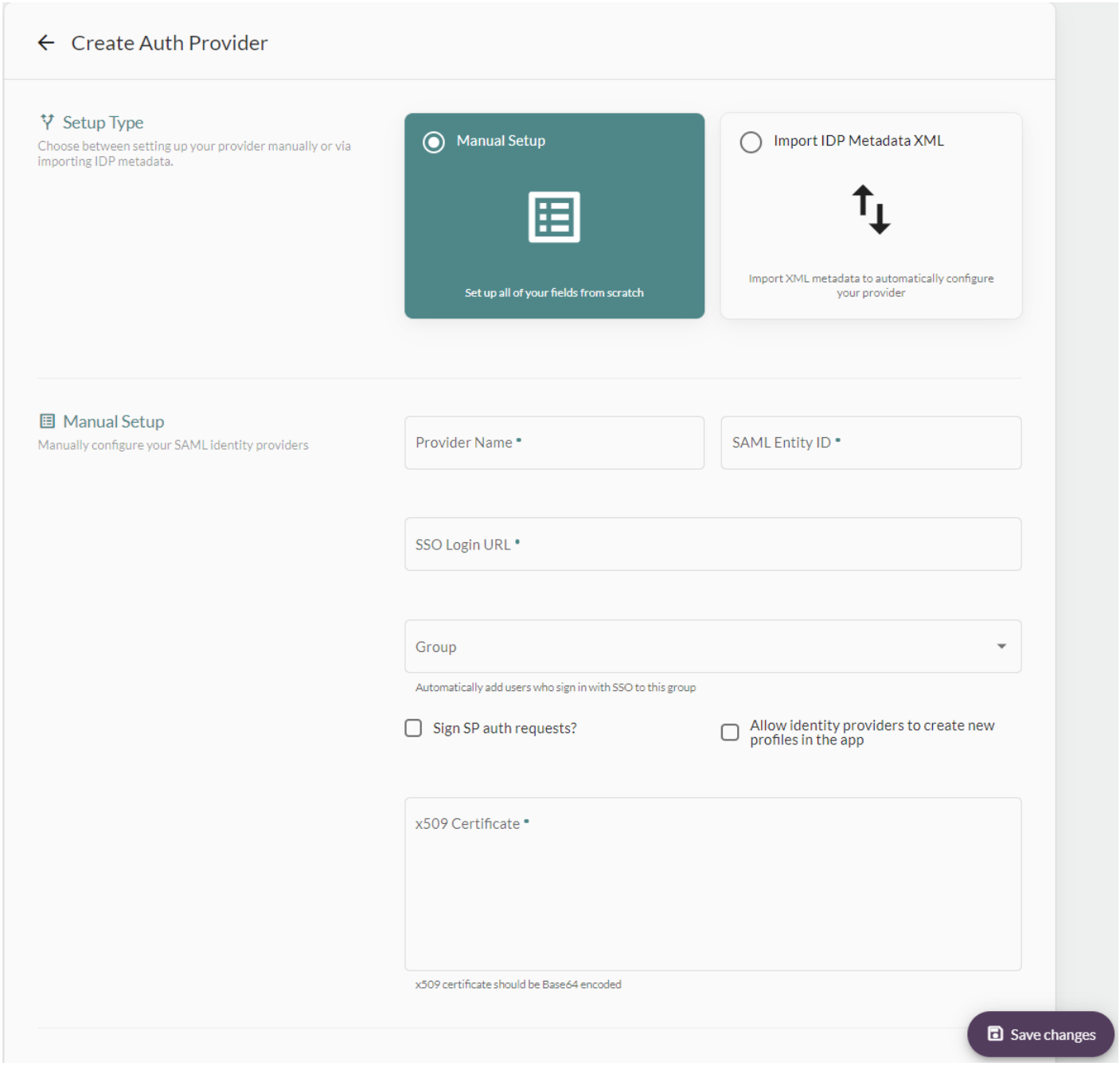
SAML2

How **does SSO work**? **SSO works** based upon a trust relationship set up between an application, known as the service provider, and an identity provider, like OneLogin. ... In **SSO**, this identity data takes the form of tokens that contain identifying bits of information about the user like a user's email address or a username.

How to set up saml2-compatible identity providers

Manual Set Up

- Log into CMS
- Select App
- Click on "Settings"
- Click on "Authentication" and then "Single Sign On"
- Click on "Add Provider"
- Check the "Manual Set Up" option
- Fill in; "Provider Name"
- Copy the "Issuer URL" into the "SAML Entity I.D" in CMS
- Copy the "SAML2 Endpoint" into the "SSO Login URL" field in CMS
- Copy the "Certificate" into the required field in CMS
- Fill in the "Unique ID" field in CMS under field mapping
- Click "Save changes" in CMS



Import IDP Metadata XML

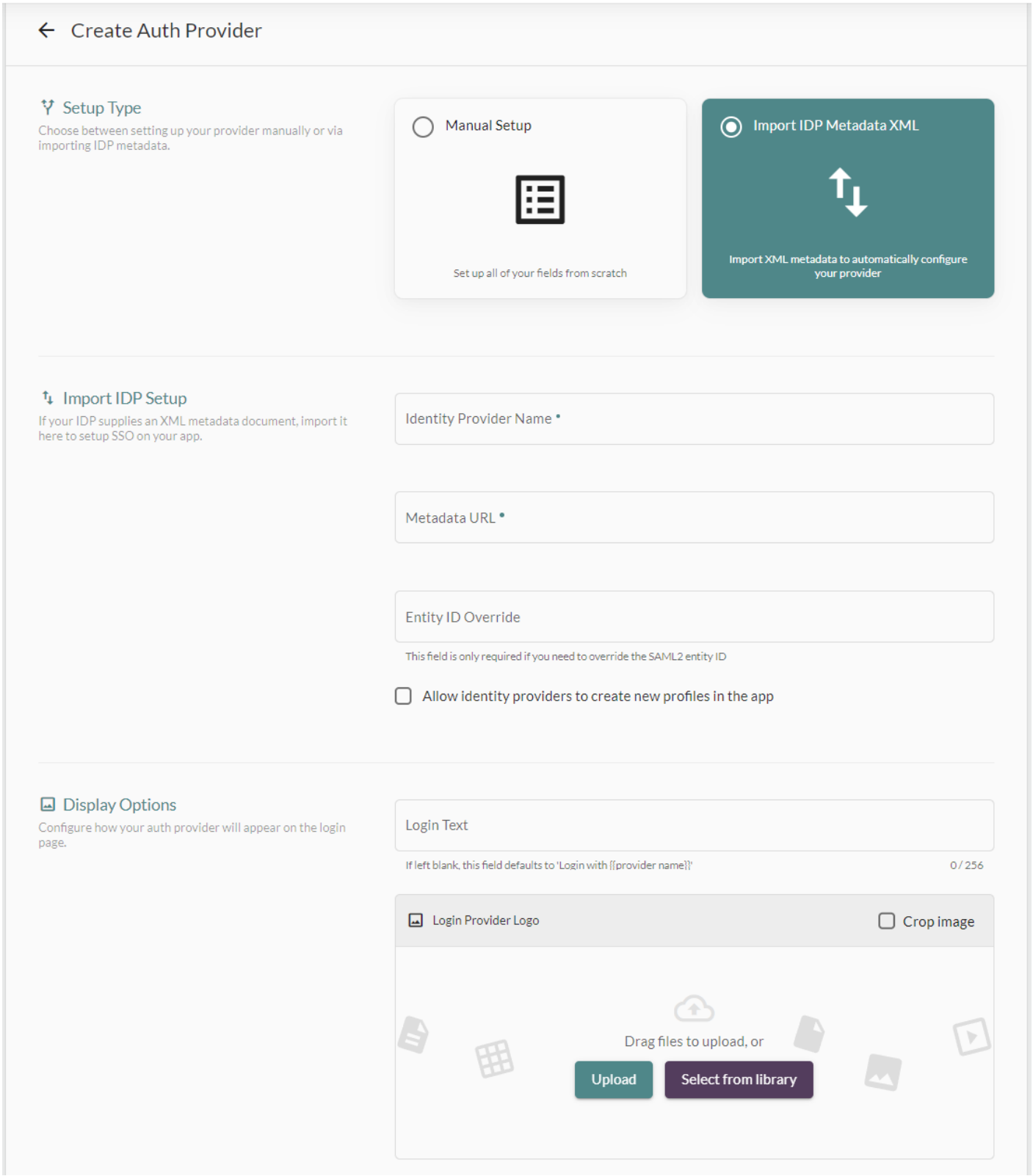
Required details:

- Entity ID: https://saml.crowdcomms.com
- Reply URL: https://api.crowdcomms.com/complete/saml/ Note: this needs to be summit-api for apps using the Summit enviroment, and dlt-api for apps using the Deloitte environment. Deloitte apps using the main environment should still use just api.

Using the above you should be able to import your metadata with the following steps:

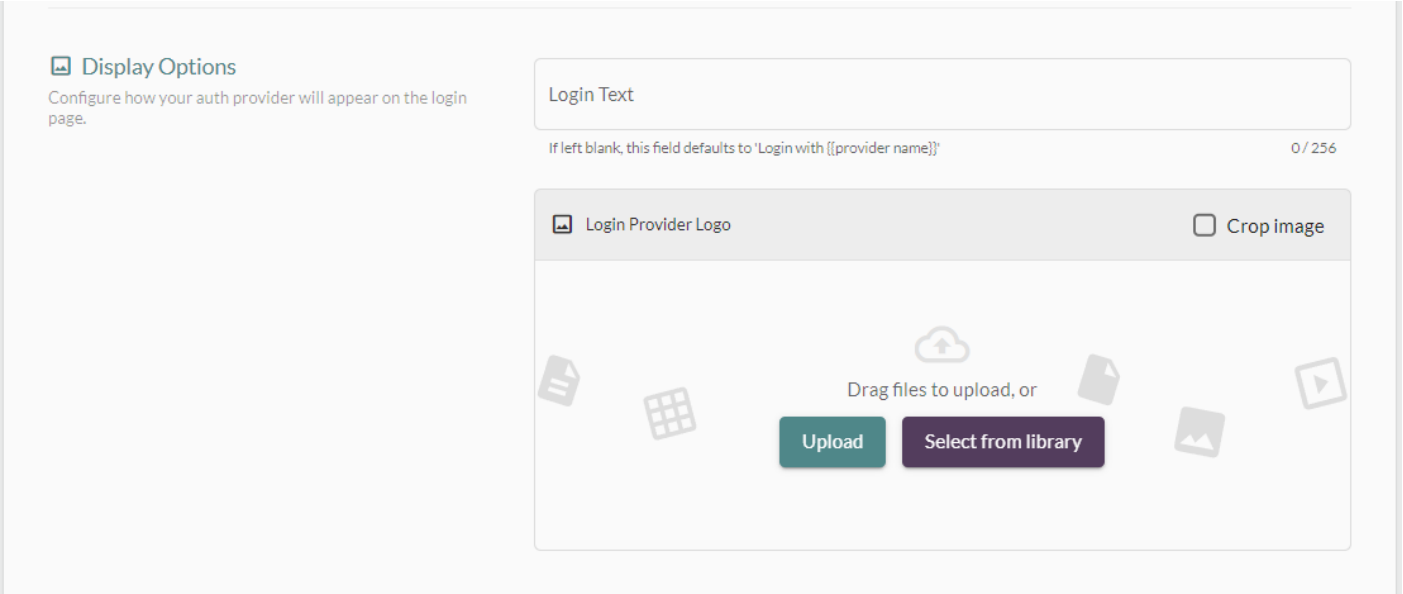
- Fill in; "Provider Name"
- Return to IDP and copy the Metadata URL

- Copy the link into the CMS field "Metadata URL"
- Insert a name into the "Unique User I.D" field (for example; NameId) - this is based on the field mapping the client sets up. They will map their Active Directory fields to potentially something shorter, eg their ID field could be mapped to 'uniqueid', and so instead of filling in NameId here, you'd fill in uniqueid
- Click Save in CMS
- Copy the "Relay State URL" into the Configuration TAB
- Copy the "Audience" into the Configuration TAB
- Copy the "Recipient" into the Configuration TAB



Branding the Login Page with SSO

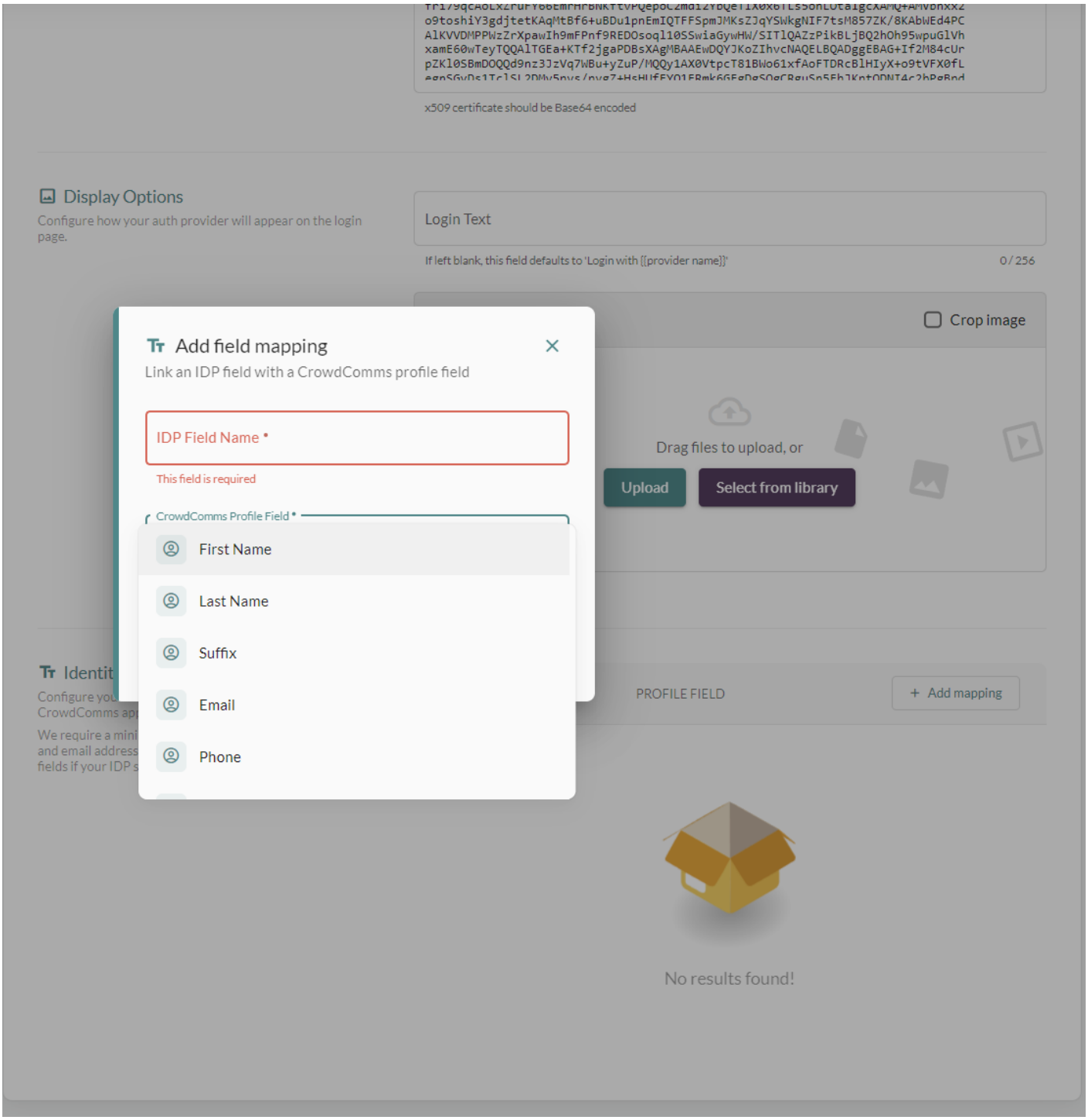
The Front End Login page can be branded with unique text and/or with a logo in the "Display Options" section of the "Edit Auth Provider" page



- Upload the image you wish to add to the login page
- Type the text you would like to appear (For Example... "Please log in")
- Click Save

Field Mapping

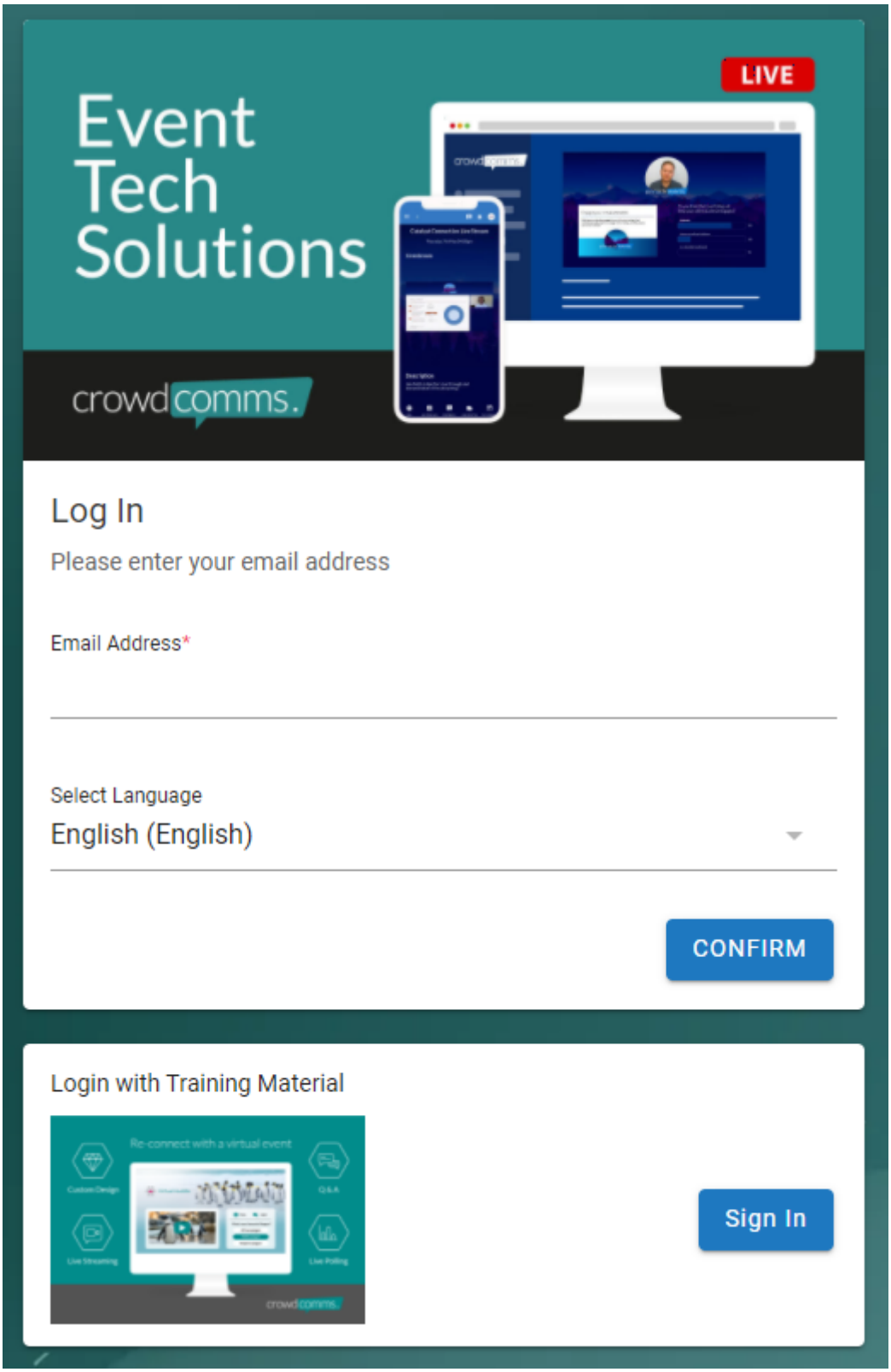
- Click on "Edit Provider" to edit the SSO you set up in the previous step
- Scroll down and click on "Add Mapping"



- Enter each field mapping and click "Save". Again these are based on the field mappings the client sets up. We take the output of their mapping, and map it to a profile field in our own system
- Click Save

Logging into Front End

- Open up Front End of App



- Click on "Sign In"
- Enter your credentials
- At this point, if any more User information is required then a screen will appear for the user to fill them in (for example; first name), otherwise, you will receive a "Success Screen" before FE loads up
- As this is the first time the User will of logged in, they will receive the company privacy message to accept or decline
- The user is now logged into the App

Shared SSO between apps

When setting up SSO for a client's active directory, you normally need to provide them with an Entity ID from our platform in the form of `https://saml.crowdcomms.com/<unique identifier>`. That unique identifier is specific per app. What this means is that clients can only access 1 app per active directory, and they typically re-create and re-populate new active directories if they have multiple apps with us.

There is now capability to share an active directory among multiple apps:

- Let the client choose any entity ID as long as it starts with `https://saml.crowdcomms.com/` eg `https://saml.crowdcomms.com/dlt`
- Have them set that as our Entity ID in their active directory
- Fill that suffix in in the 'Entity ID Suffix Override' field in the App Settings in the CMS

We provide the choice because clients may decide they want multiple Active Directories that are shared for whatever reason. So we may have `dlt1`, `dlt2`, etc that are linked to multiple apps each

Manual setup of SSO config

This doc will be useful even if doing an import using a Federation Metadata XML URL, as the field mappings are not yet importable, and they can be gleaned in the same way as in the manual setup.

The first thing we need is the Metadata XML file. If provided the URL, visit that page to find the details

We need the following from the XML contents:

- An Entity ID
- A login URL
- An x509 certificate
- Field mappings (1 unique, preferably 1 each for email, first name, last name)

An example XML file is in the code block below (from 1 of our Azure active directories), and we can find the above by searching:

- `entityID` - at the top, it is `entityID="https://sts.windows.net/667d9a8d-34fd-4ea9-99a5-b740e26edaac/"`. We copy `https://sts.windows.net/667d9a8d-34fd-4ea9-99a5-b740e26edaac/` (the final forward-slash is important) over to the SSO config
- `SignOnService` - at the bottom, it is `<SingleSignOnService Binding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST" Location="https://login.microsoftonline.com/667d9a8d-34fd-4ea9-99a5-b740e26edaac/saml2" />`. We copy over `https://login.microsoftonline.com/667d9a8d-34fd-4ea9-99a5-b740e26edaac/saml2`
- `X509Certificate` - near the top, in a truncated form, it is `<ds:X509Certificate>MIIC8DCCAdigAwIBA...</ds:X509Certificate>`. We copy over the MII... value
- `ClaimType` - we have a number of fields here under ClaimType, we want to map 1 that indicates it is unique to `Unique ID` our end, and then 1 each for whichever seems like first name, last name and email. Note that if there is no unique ID field, you could probably specify the email field as the unique ID field. In this instance, we do have a unique ID field, so we set up the field mappings:
  - Unique ID - `http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier`
  - First name - `http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname`
  - Last name - `http://schemas.xmlsoap.org/ws/2005/05/identity/claims/surname`
  - Email - `http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress`

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