SAML SSO Authentication - CX Portal

Why?

Problem

Currently, CX Portal does not support SAML SSO login process. The managers have to sign up and login by the traditional approach on the portal. They cannot use the same set of credentials they use to access client's platform.

User Story

An online gaming company wants to run a community for its user base. They would prefer that the users signup/login to the community with their existing credentials for a better user experience, thereby reducing password fatigue and security risks.

Steps to Setup SSO for CX Portal

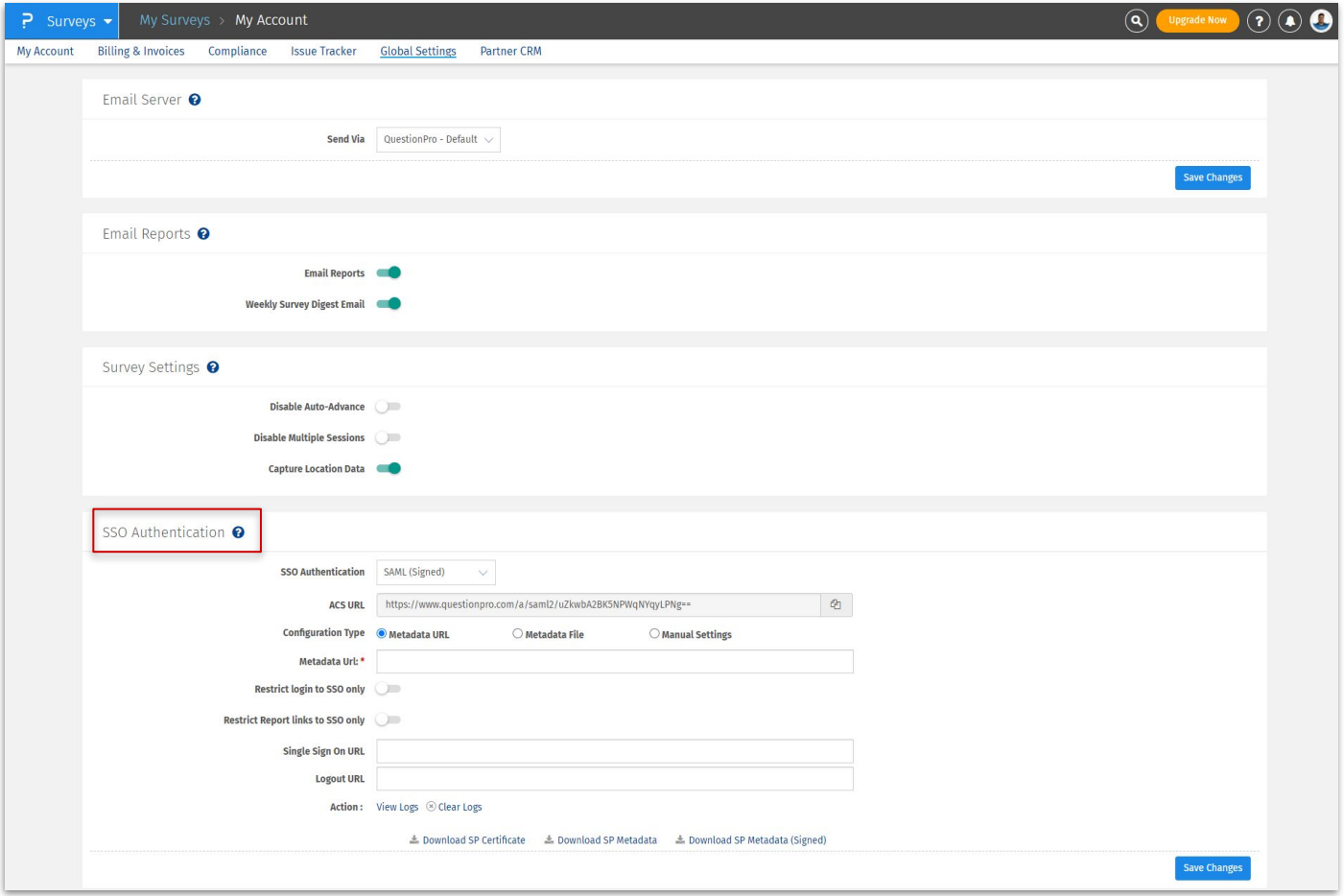
Solution

1. Enable SAML SSO by setting up SSO authentication under Global settings (Help file - https://www.questionpro.com/help/survey-authentication-saml.html)
2. Configure Metadata URL/File with Issuer ID and provide Single Sign on URL
3. Under Community Settings, set Login Authentication as SAML
4. A new login button will appear on the Portal landing page, named as 'Login with SSO'. This will redirect to the client's authentication page and the members can use the same set of credentials to login to the community

Wireframes

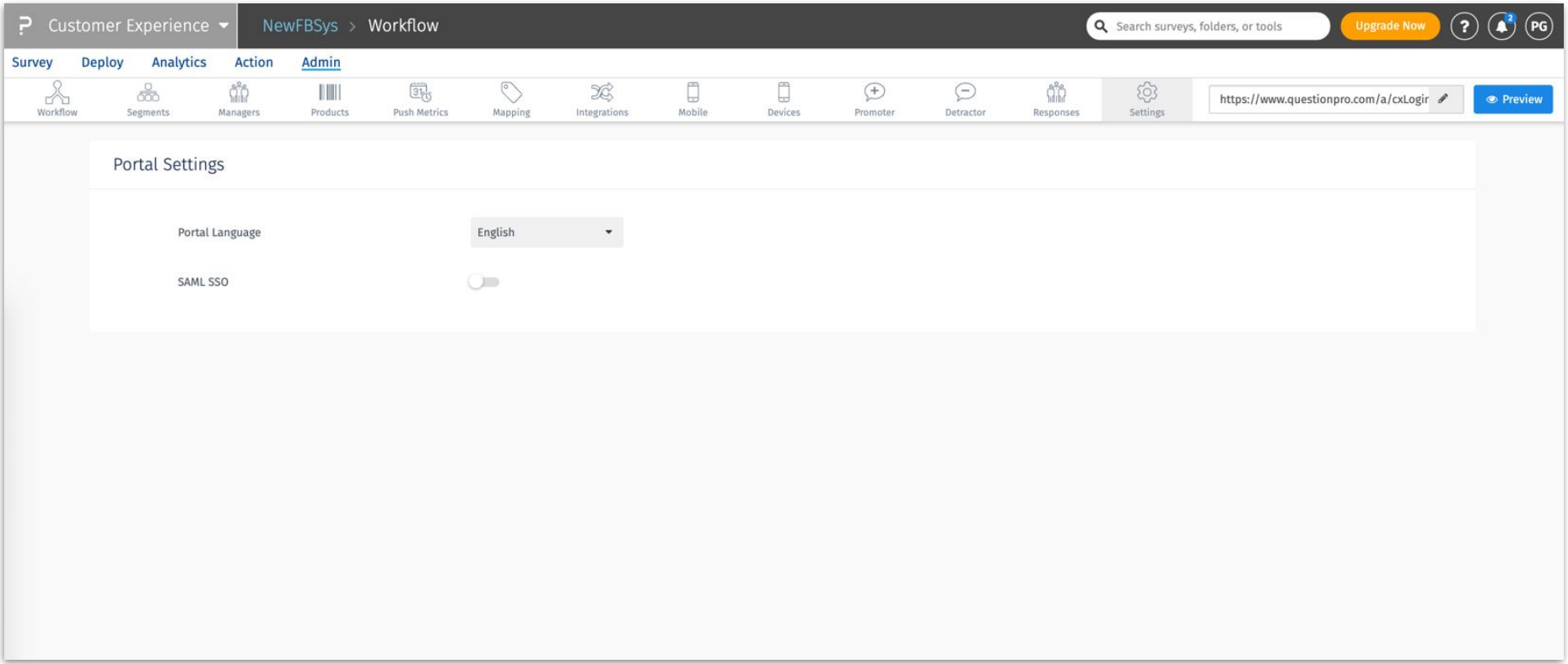
Global Settings

SSO Authentication



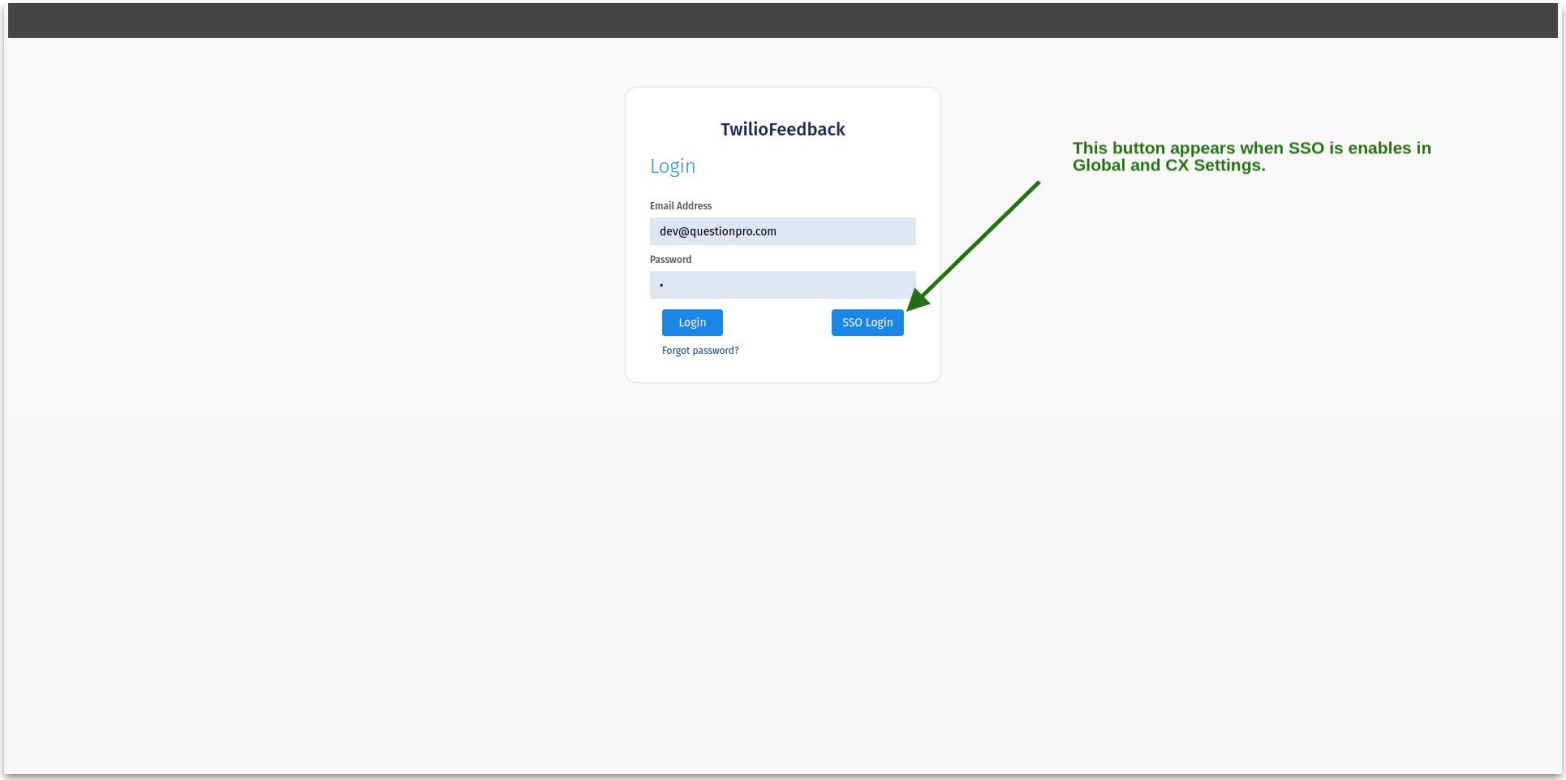
Portal Settings

Login Authentication



Portal

Portal Login



Any Questions?

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