



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

Surveys My Surveys > My Account

My Account Billing & Invoices Compliance Issue Tracker Global Settings Partner CRM

Email Server ?

Send Via QuestionPro - Default

Save Changes

Email Reports ?

Email Reports

Weekly Survey Digest Email

Survey Settings ?

Disable Auto-Advance

Disable Multiple Sessions

Capture Location Data

SSO Authentication ?

SSO Authentication SAML (Signed)

ACS URL <https://www.questionpro.com/a/saml2/uZkwbA2BKSNPWqNqyLPNG==>

Configuration Type Metadata URL Metadata File Manual Settings

Metadata Url: *

Restrict login to SSO only

Restrict Report links to SSO only

Single Sign On URL

Logout URL

Action: View Logs Clear Logs

Download SP Certificate Download SP Metadata Download SP Metadata (Signed)

Save Changes

Portal Settings

Login Authentication

Customer Experience ▾ NewFBsys > Workflow

Search surveys, folders, or tools Upgrade Now ? ² PG

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Metrics Mapping Integrations Mobile Devices Promoter Detractor Responses Settings

<https://www.questionpro.com/a/cxLogin> Preview

Portal Settings

Portal Language	English ▾
SAML SSO	<input type="checkbox"/>

Portal

Portal Login

TwilioFeedback

Login

Email Address
dev@questionpro.com

Password
•

[Login](#) [SSO Login](#)

[Forgot password?](#)

This button appears when SSO is enabled in Global and CX Settings.





Any Questions?

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