



Refer to this tip sheet if there are issues with an SSO login.

In an SSO environment, customers use their corporate credentials to log into the Cognosos platform. In these deployments, Cognosos has no ability to create or change their username or password or help with forgotten passwords. All credentials are managed by the customer's corporate IT rather than through Cognosos or the Cognosos platform.

1. When they first go to the login screen, do they have a “password” field, even before they enter their email address?
 1. If so: The wrong page may be bookmarked. Direct them to start at <https://portal.cognosos.net> and not a bookmark. They should just see a username field (no password field yet).
 2. If not, go to the next step.
2. After they enter their email address in the username field:
 1. If they get taken to the corporate login and login fails there: There is an issue with the SSO service and there's nothing we can do to assist. Direct them to corporate IT to troubleshoot corporate logins. Make sure they're using their standard company credentials and not a temporary password issued by our system or other program/platform.
 2. If they get taken to the corporate login and login succeeds, but they aren't allowed into *our* platform: We need to check their user id in the portal/field services to see whether it exists and is enabled or suspended. Also look at their role, application permissions, department (for healthcare, if applicable), and what “Location” is selected in the hamburger menu. Refer to the Users section of the Field Services Reference Guide if needed.
 3. If they get our login page with a password field, go to the next step.
3. What happens if **you** go to our portal at <https://portal.cognosos.net> and enter a username of “Cognosos@<customer domain here>” (e.g. Cognosos@kaleidahealth.org). Do you get their branded login page?
 1. If so: It's probably a typo in their username/email address. Double-check what they're entering and in which fields.
 2. If not: It's likely an issue with our SSO config somewhere. Escalate to engineering via a SUPPORT ticket or contact us at support@cognosos.com.