

Log In with SSO

Last Modified on 10/03/2019 12:46 pm EDT

Overview

If single sign-on (SSO) is enabled, entering your email address on the login page will redirect you to your identity provider, where you'll need to enter the login credentials configured for your SSO account.



Note:

Users must be logged into SSO in order to access email object links, embedded within system email notifications.

Logging into SSO for the First Time

If you're logging in for the first time, you must accept the Terms of Service before you can successfully log in. New users will not be required to create a password, nor will they receive an email with a link to log in. As such, administrators should provide new users with the URL to access their organization.

1. From the SSO Login screen, enter your email address in the Email Address field.

A screenshot of the SSO Login screen. At the top left is the Resolver logo (a stylized 'R' in a square) followed by the word 'Login'. Below this is the label 'Email Address' above a text input field. The input field contains a blurred email address and a small person icon on the left. A blue 'LOGIN' button is located at the bottom right of the form area.

SSO Login Screen

2. Press **Tab** on your keyboard to disable the **Password** field and complete the login process. If you have trouble with this step, review [Troubleshoot Login Issues: Single Sign On \(SSO\) Users](#).

IP Authorization Control and SSO

If your admin has enabled IP authorization control for SSO on an org you have access to, your IP address will be validated against the org's IP allow list when logging in. If your IP address can't

be validated, that org will not be accessible. See the [IP Authorization Control](#) section for more details.

Logging Out Using SSO

Logging out will end your SSO session. Additionally, after 10 minutes of inactivity, you'll be prompted to refresh your session. If, after 5 minutes, you haven't refreshed the session, you'll be logged out automatically.