

## Single Sign-On (SSO) Authentication

### Overview

Single Sign-On (SSO) is an authentication protocol that allows users to access multiple solutions by logging in once, with a given set of login credentials (such as email password). The credentials are stored internally for initial authentication and then verified against access points for various related but independent software systems.

### To configure SSO for contacts

When enabled for your organization, administrators must configure SSO for individual contacts in eICS.

1. On the main menu in eICS, point to **Planning** and in the list, click **Contacts**. The *Contacts for* page opens.
2. If required, in the **Contacts for** list, locate and click your domain, coalition, or facility.
3. In the list of contacts, locate and click the contact name.
4. In the lower left, click the **Account Information / Log In** drawer. The drawer opens.
5. For **Authentication provider**, click the Juvare Login Services.
6. Verify that the contact's Login Email in eICS matches the email address associated with their SSO account.
7. Click **Save**.

### To log in to eICS with SSO

After your account has been configured for SSO, you will follow a simple, although slightly different path to log in to eICS.

1. On the eICS log in page, for **Username**, enter your eICS login email.
2. Click **Continue**. The organization's authentication page might open.
3. Authenticate on your organization's page. *eICS* opens.
4. Click **Continue** or **Save**. eICS reopens.

### To change authentication provider for multiple contacts

Domain administrators can change the account authentication provider for multiple users in a single facility.

1. On the main menu in eICS, point to **Planning** and in the list, click **Contacts**. The *Contacts for* page opens.
2. If required, in the **Contacts for** list, locate and click your domain, coalition, or facility.
3. In the list of contacts, locate and click the contact name.

4. In the lower left, click the **Account Information / Log In** drawer. The drawer opens.
  
5. For **Authentication provider**, click the Juvare Login Services.
6. Verify that the contact's Login Email in eICS matches the email address associated with their SSO account.
7. Click the check boxes besides the names of the contact to apply the authentication provider change.  

**Note:** Authentication provider changes for domain administrator accounts must be set up manually.
8. Click **Save**.