Configure SSO with Google Workspace

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If you have an internal knowledge base and use Google Workspace as a shared login, integrate KnowledgeOwl with Google Workspace SSO so your employees can log into the knowledge base using their Google credentials. This feature is available on select plans.

In order to set up your knowledge base to use SSO with Google Workspace (formerly G Suite and/or Google Apps), you'll need to:

- In Google Workspace, create a SAML app for SSO and add some KnowledgeOwl info.
- Update info in KnowledgeOwl to capture that SAML app info.

You'll do the KnowledgeOwl steps in the SAML setup: go to **Security and access > Access & SSO** and, in the **Login methods** card, select **Set up** or **Manage** next to **SAML**.



OpenID Connect is also an option
You can also connect Google Workspace using OpenID Connect (OIDC) instead of SAML. Google doesn't send groups over OpenID Connect, so use SAML if you need to assign reader groups from Google. Refer to Configure OpenID Connect SSO.

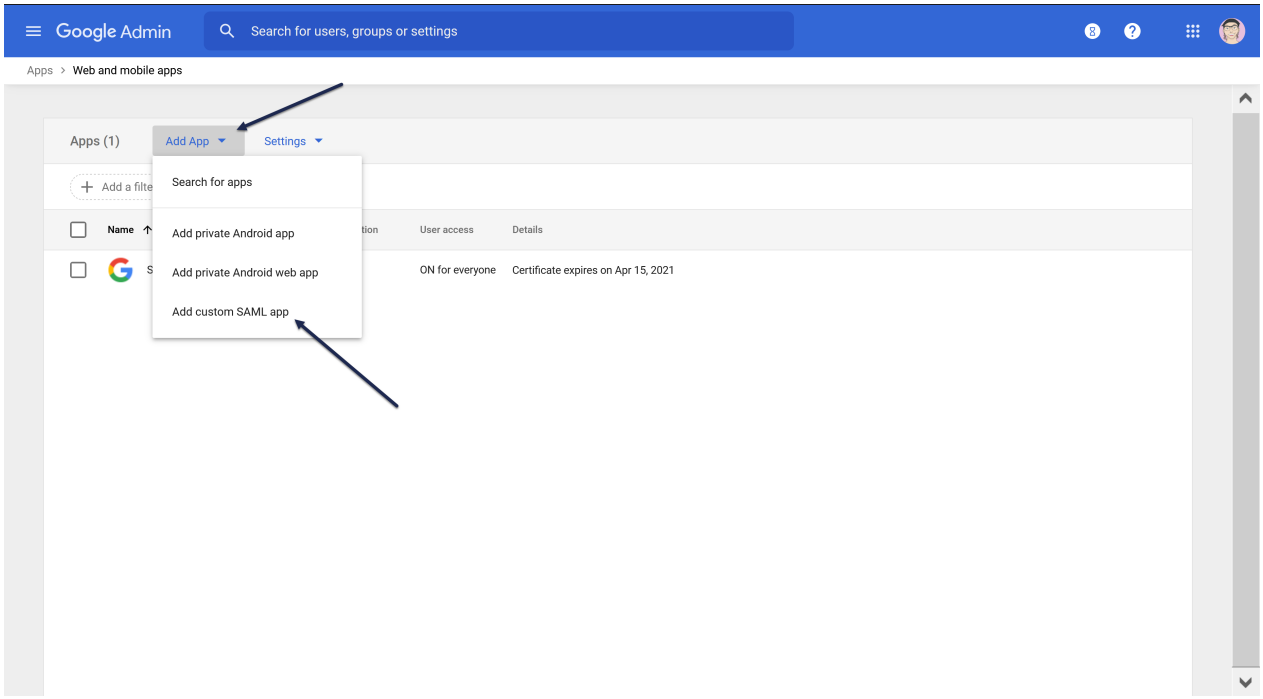
Step 1: Create a Google SAML app for SSO



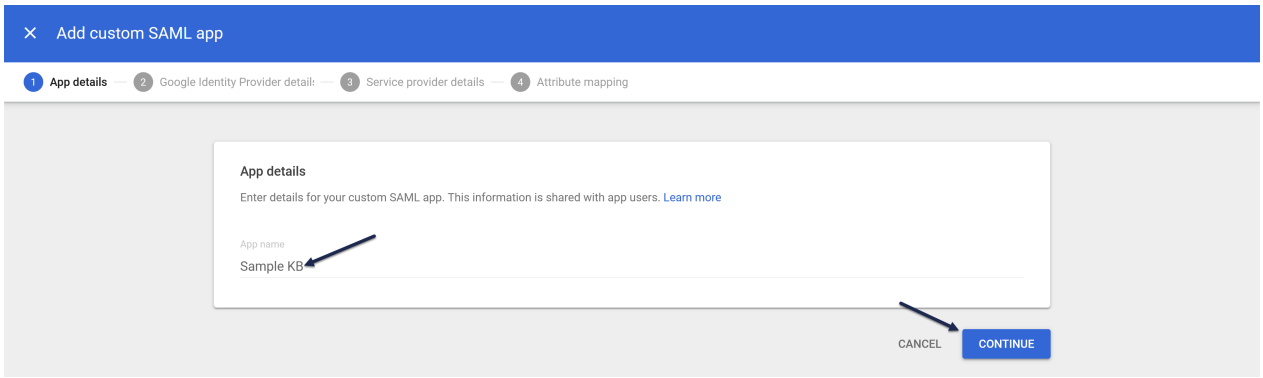
When in doubt, check Google's docs for this section
These instructions are adapted from the Google Workspace instructions to create your own custom SAML app in Google Workspace. We don't actively maintain the Google steps of these instructions; when in doubt, review Google's own documentation: Set up your own custom SAML application

1. In Google Workspace Admin Console, go to **Apps > Web and mobile apps**.
2. Select **Add app**.
3. Select **Add custom SAML app**.

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4. In the **App name** field, add a name that will help you identify this SAML app as belonging to your knowledge base, like KnowledgeOwl SSO. Here, we use Sample KB:



5. Then select **Continue**.

Step 2: Add Google IdP details to KnowledgeOwl and enable SAML SSO

After you complete Step 1 above, Google directs you to the **Google Identity Provider detail** page. Google offers two options for getting the IdP info KnowledgeOwl will need; we'll use **Option 2: Copy the SSO URL, entity ID, and certificate.**

For each of these steps, you'll be adding data from Google into KnowledgeOwl, in step 2 of the SAML setup, **Connect your identity provider:**

1. Copy the Google Apps **SSO URL** and paste it into the KnowledgeOwl **IdP login URL.**

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2. Copy the Google Apps **Entity ID** and paste it into the KnowledgeOwl **IdP entity ID**.
3. Download the **Certificate** from Google.
4. Upload it to KnowledgeOwl by dragging it into the drop zone under **IdP certificate**, or selecting **browse** to choose it. The certificate is saved as soon as you upload it.



5. In KnowledgeOwl, expand step 5, **Turn on SAML**.
6. Select **Available**.
7. Select **Save changes** in KnowledgeOwl and select **Continue** in Google.

Step 3: Add your KnowledgeOwl service provider details into Google

This is for the step(s) related to **Service Provider Details** in the Google instructions.

This references fields in KnowledgeOwl in step 1 of the SAML setup, **Give these details to your identity provider:**

1. Copy the KnowledgeOwl **SP login (ACS) URL** and paste it into the Google **ACS URL** field.
2. Copy the KnowledgeOwl **SP entity ID** and paste it into the Google **Entity ID** field.
3. Select EMAIL in the **Name ID Format**, ensure **Name ID** is set to **Basic Information > Primary email**, and select **Continue** in Google.

Step 4: Attribute mapping and enable Google app

In order for KnowledgeOwl to get information about your readers to properly log them in, you need to map attributes from Google to KnowledgeOwl. There are two required fields and several optional:

1. In Google, on the **Attribute mapping** page, select **Add another mapping** to map additional attributes.
2. Choose **Basic Information > Primary Email** as the **Google Directory attribute** and enter `ssoid` as the **App attribute**.

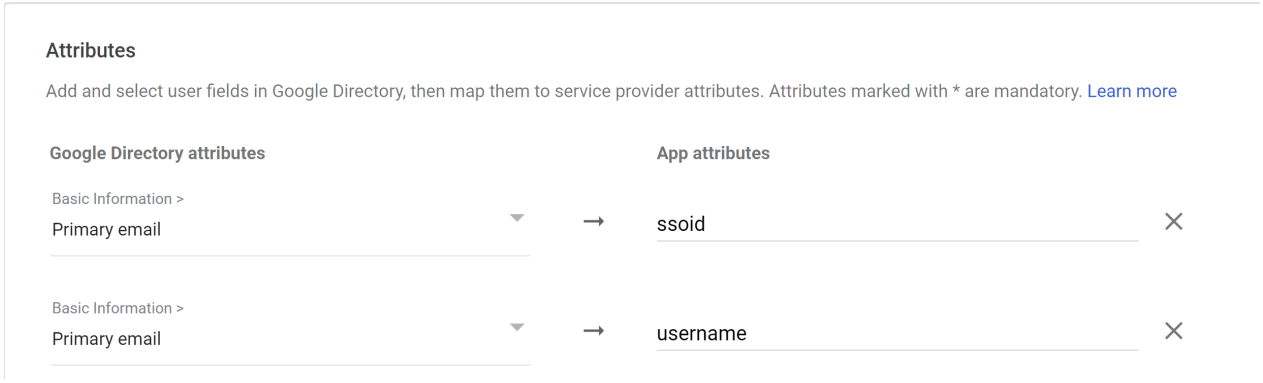


Don't forget your SSO ID!
If you don't set up SSO ID, the SAML row on **Security and access > Access & SSO** displays a warning that it's missing. Refer to Missing SSO ID mapping warning for more info.

3. Choose **Basic Information > Primary Email** as the **Google Directory attribute** and enter `username` as the **App**

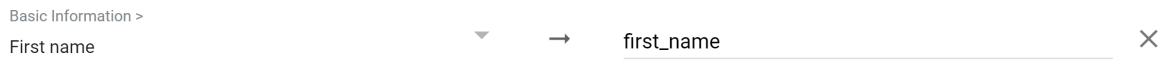
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attribute.



4. **Repeat for any of the optional attributes you'd like to use:**

   a. **First Name**
   Choose Basic Information > First Name as the Google Directory attribute and enter `first_name` **as the App attribute.**



   b. **Last Name**
   Choose Basic Information > Last Name as the Google Directory attribute and enter `last_name` **as the App attribute.**



   c. **Picture / Icon**
   For the Google Directory attribute, choose the category and attribute containing the URL to the user icon (this is usually Custom > Icon but depends on your configuration). Enter `icon` **as the App attribute.**



   d. **Groups**
   For the Google Directory attribute, choose the category and attribute containing the group or groups (this is usually Custom > Groups but depends on your configuration). Enter `reader_roles` **as the App attribute.**



      - **In order for this mapping to work, KnowledgeOwl must have Reader Groups with names that exactly match the group names as they appear in Google.**
      - **To assign a reader to multiple reader groups, put a comma-separate list of groups in the attribute with no spaces after the comma.**

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e. **Custom Fields 1-5**
   If you're using Custom Fields for your readers, use the **Google Directory attribute** that makes sense, and enter `custom_1`, `custom_2`, `custom_3`, `custom_4`, or `custom_5` for each of the custom fields in the **App attributes**, respectively.



5. Select **Finish**.
6. In the KnowledgeOwl SAML setup, expand step 3, **Map reader attributes**.
7. Enter the same values here that you entered in your Google app. Enter ssoid for **SSO ID**, username for **Username / email**, first_name for **First name**, and last_name for **Last name**. To map **Reader icon**, **Reader groups**, or custom fields, select **Add field**, then enter icon, reader_roles, or custom_1, custom_2, etc., for the respective fields.
   - Don't use the **Google Workspace** fill-in under **Identity provider** for this setup. It fills in different names (like `email` and `firstName`) than the ones above.
8. Select **Save changes**.

Step 5: Enable Google app

With all your mappings set up, it's time to enable your Google app. In Google:

1. In **Apps > Web apps**, select your SAML app.
2. Select **User access**.
3. Most likely, you'll want to turn the app **ON for everyone**; review Google's documentation on enabling it for specific organizational units.
4. In an Incognito window or tab, test logging in using the **SP login (ACS) URL** in KnowledgeOwl and your Google credentials
   a. If you've set everything up successfully, login will work. If login doesn't work properly, refer to the Troubleshooting section below.

Step 6: Optional KnowledgeOwl settings

With your SAML SSO login working, you can now review three additional options:

- To make it so that SAML SSO is the main access method for your knowledge base, select **Required for all readers** in SAML step 5, **Turn on SAML**, and select **Save changes**. Anyone who isn't logged in is sent straight to

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SAML. This overrides the **Who can read this knowledge base?** selection in **Security and access > Access & SSO**. Other login methods set to **Available** still work through their login links. Refer to SSO options for different knowledge base setups for more information.

- If you'd like to use the SAML SSO as your primary reader authentication mechanism without requiring it, go to **Security and access > Access & SSO**. In the **Login methods** card, set **Send readers who aren't logged in to** to **SAML login** and select **Save changes**. (This option isn't shown when **Who can read this knowledge base?** is set to **Logged-in readers only**.) Refer to SSO options for different knowledge base setups for more information.
- If you'd like to use SAML SSO for your authors, refer to Set up SAML SSO for authors.

Troubleshooting Google issues

Issue	Possible Resolution
Error app_not_configured_for_user when trying to log in	This can mean you have the wrong Entity ID in your SAML app for SSO. It should exactly match the **SP entity ID** in SAML step 1, **Give these details to your identity provider**.
Redirected to the KnowledgeOwl login screen after authentication	This can mean you have the wrong **ACS URL** in your G Suite SAML app for SSO. It should look like the URL below, with the highlighted section replace with your KnowledgeOwl subdomain: https://gsuite.knowledgeowl.com/help/saml-login. View and customize your subdomain under **KB settings > Domain**.
Redirected to the Google login screen after authentication	This can mean you have an incomplete ACS URL. It might be missing "/help/saml-login". It should look like the link below, with the highlighted portion replaced with your KO subdomain: https://gsuite.knowledgeowl.com/help/saml-login

Review Google's SAML app error messages documentation for help with additional errors.

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