SSO options for different knowledge base setups

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Choose which type of SSO setup you'd like more information on:

- Restrict entire knowledge base to SSO: Readers must log in via SSO in order to see any page in your knowledge base.
- Restrict only some content to SSO: Some of your knowledge base is publicly available without logging in; any restricted content requires a reader to log in via SSO in order to see it.
- Restrict entire knowledge base with dual login options: All readers must log in, but they can log in through either SSO or KnowledgeOwl-native reader logins. This is useful if you have a mixed audience, like some employees and some customers, and don't use SSO for both.

This feature is available on select plans.



Prerequisite
In order to test SAML SSO in KnowledgeOwl, you must first configure your SSO integration. View our list of available setup instructions.

Restrict entire knowledge base to SSO

With this setup, nothing in your knowledge base can be accessed without someone logging in through your SSO integration.

To guarantee your knowledge base is only accessible through SSO, follow these setup instructions:

Change general security settings

1. Go to **Security and access > Security settings**.
2. In **Content authentication**, select **Public**.
3. In **Unauthenticated access behavior**, select **Redirect them to your SAML Login URL**.
4. Be sure to **Save** your changes.

Change Single sign-on settings

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1. Go to **Security and access > Single sign-on**.
2. In the **SAML Settings tab,** in the **SAML SSO behavior**, select **Enable SAML SSO reader logins** and **Require all readers to log in via SAML SSO**.
3. Be sure to **Save** your changes.

Test to confirm your changes

The expected behavior here is that anyone hitting any page in your knowledge base will be directed to the SAML login page. To test this behavior:

1. From within KnowledgeOwl, select **View knowledge base**.
2. Copy the URL this opens.
3. Paste that URL into a different browser, incognito window, or private window. You should be redirected to the IdP for authentication.
4. After authenticating, in KnowledgeOwl, go to **Security and access > Readers** to ensure the reader was properly created with all the mapped attributes.



Are you logged in as an author?
If you authenticate through your IdP with the same email as your KO author, you will be authenticated as the author and not a reader. You can tell you're logged in as an author if you see the dark editor bar at the top of the knowledge base to **Add content**, **Edit [page]**, and **View as**.

Restrict only some content to SSO

In this setup, some of your knowledge base is public, while the content that's private requires login through SSO.

To ensure your knowledge base is set up this way, follow these setup instructions:

Change general security settings

1. Go to **Security and access > Security settings**.
2. In **Content authentication**, select **Public**.
3. In **Unauthenticated access behavior**, select **Redirect them to your SAML Login URL**.
4. Be sure to **Save** your changes.

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Change Single sign-on settings

1. Go to **Security and access > Single sign-on**.
2. In the **SAML Settings tab,** in the **SAML SSO behavior**, select **Enable SAML SSO reader logins.**
3. Be sure **Require all readers to log in via SAML SSO** isn't selected.
4. Be sure to **Save** your changes.

Enable reader login and be sure the option displays

1. Go to **Customize > Website.**
2. In the **Links and behavior** section, in **Top navigation**, select **Add a reader login / logout link.**
3. Be sure to **Save** your changes.
4. Go to **Customize > Style (HTML & CSS).**
5. In the **Customize HTML, CSS, and JS** section, select **Custom HTML.**
6. In **Select HTML section to edit**, select **Top Navigation.**
7. Make sure you have the login template code if you want a login button:

```
[template("login")]
```

Test to confirm your changes

The expected behavior here is that anyone hitting your knowledge base homepage any page in your knowledge base will be directed to the SAML login page. To test this behavior:

1. From within KnowledgeOwl, select **View knowledge base.**
2. Copy the URL this opens.
3. Paste that URL into a different browser, incognito window, or private window. You should be able to access the homepage with no issues.
4. From within KnowledgeOwl, find an article or category that's restricted to a reader group. Select **View article** or **View category.**
5. Copy the URL this opens.
6. Paste that URL into a different browser, incognito window, or private window. You should be redirected to

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the IdP for authentication.

7. After authenticating, in KnowledgeOwl, go to **Security and access > Readers** to ensure the reader was properly created with all the mapped attributes.



Are you logged in as an author?
If you authenticate through your IdP with the same email as your KO author, you will be authenticated as the author and not a reader. You can tell you're logged in as an author if you see the dark editor bar at the top of the knowledge base to **Add content**, **Edit [page]**, and **View as**.

Restrict entire knowledge base with dual login options

With this setup, your entire knowledge base requires login, but readers can log in either through SSO or using KnowledgeOwl-native reader logins. This is useful if you have a mixed audience, like some employees and some customers, and don't use SSO for both.

To set your knowledge base up for these dual login options, follow these setup instructions:

Change general security settings

1. Go to **Security and access > Security settings**.
2. In **Content authentication**, select **Reader logins.**
3. In **Unauthenticated access behavior**, select either **Redirect them to your SAML Login URL** or **Redirect them to the reader login page**. This will be the login page automatically presented to not-logged-in readers, so choose the one that the majority of your readers will use.
4. Be sure to **Save** your changes.

Change Single sign-on settings

1. Go to **Security and access > Single sign-on**.
2. In the **SAML Settings tab,** in the **SAML SSO behavior**, select **Enable SAML SSO reader logins.**
3. Be sure **Require all readers to log in via SAML SSO** isn't selected.
4. Be sure to **Save** your changes.

Optional: Add link to secondary login page

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The **Security settings** will automatically direct readers to the login page selected in **Unauthenticated access behavior**.

For whichever login page you use as the default, you may want to add a link for your readers to jump to the other login page.

For example, if you selected SAML Login url page, have your developers include a link to the standard KnowledgeOwl /readerlogin page on that page. If you selected the reader login page, you can add HTML to this page to add a hyperlink to your SAML login URL:

1. Go to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. In **Select HTML section to edit**, select **Login**.
4. Add HTML here to add a hyperlink to your SAML/SSO login URL.
5. Be sure to **Save** your changes.

Test to confirm your changes

The expected behavior here is that anyone hitting any page in your knowledge base will be directed to the SAML login page. To test this behavior:

1. From within KnowledgeOwl, select **View knowledge base**.
2. Copy the URL this opens.
3. Paste that URL into a different browser, incognito window, or private window. You should be redirected to whichever login page you selected for the **Unauthenticated access behavior**.
4. After authenticating, in KnowledgeOwl, go to **Security and access > Readers** to ensure the reader was properly created with all the mapped attributes.



Are you logged in as an author?
If you authenticate through your IdP with the same email as your KO author, you will be authenticated as the author and not a reader. You can tell you're logged in as an author if you see the dark editor bar at the top of the knowledge base to **Add content**, **Edit [page]**, and **View as**.

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