Single sign-on (SSO) overview

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KnowledgeOwl supports multiple flavors of single sign-on (SSO) depending on your needs. SSO is available on Business and Enterprise plans.

- SAML SSO
  Use an existing SAML identity provider (IdP) such as ADFS, G Suite, Entra ID (formerly Azure AD), or Okta to authenticate and log in your readers. This is the most secure method of authentication and popular for internal knowledge bases.
- OpenID Connect (OIDC) SSO
  Use an OpenID Connect identity provider such as ClassLink, Clever, Microsoft Entra ID, Google Workspace, Okta, Auth0, OneLogin, JumpCloud, PingOne, or Keycloak to log in your readers. Schools using ClassLink can use KnowledgeOwl's ClassLink app, with nothing to register.
- Remote authentication
  Host an authentication script in a third party to authenticate and log in your readers. This is the most popular way for software companies to authenticate their customers through their own website or application.
- Salesforce SSO
  Restrict access to only your Salesforce users. Mainly used when creating an internal knowledge base for your Salesforce agents.

You set up and manage all of these in **Security and access > Access & SSO**. Refer to Access & SSO page overview for a tour of the page.

Feature availability
This feature is available on select plans.

Here's a quick overview of what's available with each:

Feature	SAML SSO	OpenID Connect	Remote authentication	Salesforce SSO
SSO readers	Yes	Yes	Yes	Yes
SSO authors	Yes	No	No	No
Can also have public (non-logged in) content	Yes	Yes	Yes	No
Can be used in conjunction with other authentication methods (SSO, remote auth, reader logins)	Yes	Yes	Yes	No

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Feature	SAML SSO	OpenID Connect	Remote authentication	Salesforce SSO
Can pass over reader groups for access to restricted content	Yes	Yes	Yes	Yes

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