SSO FAQs

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Which identity providers do you support?

KnowledgeOwl supports identity providers using SAML 2.0 or OpenID Connect (OIDC). Here's a list of popular SAML IdPs currently being used by our customers:

- ADFS
- Microsoft Entra ID
- G Suite (formerly Google Apps)
- Okta
- Shibboleth

For OpenID Connect, you can pick ClassLink, Clever, Google Workspace, Microsoft Entra ID, Okta, Auth0, OneLogin, JumpCloud, PingOne, or Keycloak, or choose **Other / manual** for any other OpenID Connect provider. Schools using ClassLink can also use KnowledgeOwl's ClassLink app. Refer to OpenID Connect (OIDC) SSO overview for more information.

Can I set up multiple SSO integrations?

Each knowledge base can have one SAML identity provider and one OpenID Connect identity provider, and you can offer both at the same time. For example, you might use SAML for staff and OpenID Connect for students. With KnowledgeOwl's ClassLink app, one knowledge base can also accept readers from many ClassLink districts.

If you need more than that, you can:

- Use SSO with other authentication methods, such as KnowledgeOwl reader logins or remote authentication.
- Create a new knowledge base that is synced to your current knowledge base, and add a different SSO integration there.

Can I use SSO with other authentication methods?

Yes! SSO can be used in combination with other authentication methods. Here's some sample setups:

- Public knowledge with SSO login for access to restricted content
- Private knowledge base with SSO for staff and remote authentication for customers
- Private knowledge base with SSO for IdP users and manual reader logins for other readers
- Knowledge base with SAML for staff and OpenID Connect for students

Refer to SSO options for different knowledge base setups for some of the settings you'll need to change for most of these.

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Can I pass over groups to set permissions?

Absolutely! You can set up reader groups in KnowledgeOwl and automatically assign your readers to the appropriate groups via SSO. Use reader groups to control who has access to what content.

To get this started, you'll need to manually create reader groups in KnowledgeOwl that match the group names that will be passed over from SSO. You'll also need to set up Direct Reader Attribute Map rules and/or Custom Attribute Map rules to send that reader group information from your SSO to KO. Our SAML SSO, OpenID Connect, and remote authentication setups support this. Readers will be automatically assigned to the KO groups based on the group info passed over from SSO.

Can I create groups in KnowledgeOwl that don't exist in my IdP?

Yes! You can create **KO only reader groups** that won't be affected by SSO. The default behavior is that groups are set/unset by SSO, but a KO-only reader group is not affected. You'll need to manually assign readers to these groups in KnowledgeOwl.

Do I need to create all my readers in KnowledgeOwl?

Nope! SSO will automatically create new readers for you the first time they log in. You do not need to manage your readers in KnowledgeOwl when using SSO.

Can I log in readers from my own application?

Yes! As long as you have access to the code, you can host your own remote authentication script to automatically authenticate and log in your readers.

Do my SSO reader logins have to be email addresses?

No. While regular KnowledgeOwl reader logins/usernames must be formatted as email addresses, readers coming from SSO do not have to use email address formats.

Can I talk to someone?

Sure! You can contact us. If you need advanced technical assistance, we can connect you with a developer on our end.

How does SSO work with author permissions?

By default, all KnowledgeOwl authors are created with a KnowledgeOwl username and password. If SAML/SSO is turned on for the knowledge base, authors can log in using:

- Their KO-based username and password, using https://app.knowledgeowl.com/login
- Their SAML username and password, using your SAML login URL

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Author SSO only works with SAML. OpenID Connect, remote authentication, and Salesforce SSO only log in readers.

You can force authors to log in only via SAML by changing their Author login type.

You cannot *provision* authors to app.knowledgeowl.com using SSO. You need to create the author in KnowledgeOwl first and then set them to log in via SSO.

Refer to Set up SAML SSO for authors for more information.



Keep one author not on SAML/SSO
If you change the Author login type to force authors to log in through SAML/SSO and something goes wrong with your SSO integration, those authors will be locked out of KnowledgeOwl. For this reason, we recommend having at least one author who isn't required to log in through SAML/SSO.

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