Set up SAML SSO for authors

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Follow these instructions if you want to require your authors to log in to the KnowledgeOwl app using SAML SSO. Your knowledge base might be public or use a different method of authentication.

KnowledgeOwl supports two forms of author account management, also known as author provisioning:

1. **Manual account management or provisioning**, in which you manually create, update, and delete authors in **Account > Authors**. On this page, we walk through how to combine manual account management with SAML SSO logins. For fully manual account management or provisioning, refer to Author management

2. **SCIM account management or provisioning**, in which your company's Identity Provider (IdP) handles the account creation, updates, and deletions. Refer to SCIM provisioning for authors for more information on that setup.

Initial setup for each author

SAML SSO for authors uses reader SSO for a knowledge base. In order to force authors to use SAML SSO, set up reader SAML SSO on the knowledge base and then switch your authors to use the SAML SSO login type:

1. Set up SAML SSO on a knowledge base that your authors have access to.

    a. In **Security and access > Access & SSO > SAML**, complete step 3, **Map reader attributes**, for **SSO ID** and **Username / email**. It's easiest to use the email as the SSO ID and username, but you can use any unique value as the SSO ID.

    b. If needed, use step 4, **Test login**, to confirm what attribute names and values the IdP is sending over. Select **Debug mode**, save, log in with the **SP login (ACS) URL**, then come back and select **Load last login attempt**. The attributes are kept for 5 minutes.

    c. In step 5, **Turn on SAML**, select **Available** or **Required for all readers**, then select **Save changes**. Only knowledge bases with SAML turned on can be used for author logins.

2. Use the **SP login (ACS) URL** (also shown as the **Login link** in step 5) to confirm authors are able to authenticate with SAML SSO. When logged in as an author, they will see the author toolbar at the top of the knowledge base. This confirms your authors are getting logged in with author access.

3. Edit your authors to change their **Login Type** to **SAML login via knowledge base**. This will force them to log in using SAML SSO only. Their existing KnowledgeOwl password won't be used. Refer to change the login type for more information on making these changes.

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4. *Recommended:* Leave at least one admin author with a self-administered username and password in case you ever have issues with your SAML SSO. If you don't do this and your SAML SSO has issues, all your authors will be locked out and unable to troubleshoot!

Author login verification

Once set up, these authors will be forced to use SAML SSO when logging in to the app. Have your authors follow these steps for to confirm SAML authentication is working:

1. Log out of the KnowledgeOwl app.
2. Go to the KnowledgeOwl login page.
3. Enter your author email and select the button to proceed.
4. You're redirected to the SAML authentication login.
5. After SAML authentication, you're redirected to knowledge base and can access the KnowledgeOwl app by using the author toolbar.

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