



Can multiple remote authentications be configured for a single knowledge base?

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Environment / Context

Knowledge bases using remote authentication where readers sign in from more than one website or application, each with its own login URL, but share a single knowledge base.

Resolution

1. Step up your remote authentication in each of your applications or website.
2. Create an interstitial page in KnowledgeOwl or on your own website where readers can choose which application or website URL to use to login. Be sure to capture the "r" parameter and append it to your login links to allow deep linking to articles. KnowledgeOwl support commonly customizes the reader login page for this purpose.
3. Point your remote auth login URL to the interstitial page, allowing readers to choose which website or application to log in with.

Background

KnowledgeOwl only has one remote auth login URL per knowledge base, but you can set up as many remote authentications as you need. However, when a reader is not logged in, you need to choose where to send them for authentication. Creating the interstitial page allows readers to choose which website or application to use. This also works when using a combination of authentication methods such as SSO, reader logins, and remote authentication.