Access & SSO page overview

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The **Access & SSO** page is where you choose who can read your knowledge base and how readers log in, including single sign-on (SSO). It brings together settings that used to live on three different pages: **Single sign-on**, **Security settings**, and **Website settings**. If you're looking for a setting you used to find on one of those pages, jump to Where did my settings go?

Authors with the default **Editor** role, or a custom role with the **Security and access** permission **Update security settings**, can view and change the **Access & SSO** page. Other authors can't open it.

Go to the Access & SSO page

To open the page:

1. Go to **Security and access > Access & SSO**. The overview opens.

The overview has four cards: **Who can read this knowledge base?**, **Images and files**, **Login settings**, and **Login methods**. Each login method also has its own view, which you open from the **Login methods** card.



Old bookmarks still work

Links and bookmarks to the old **Single sign-on** page now open the **Access & SSO** page. Links that pointed to an old tab, like the SAML attribute map, open the matching login method view.

If your SAML IdP certificate has expired, a **Your SAML certificate has expired** message appears at the top of the overview. Select **Update certificate** to go straight to the certificate in the SAML view.

Who can read this knowledge base?

Use this card to choose whether your knowledge base is public or private, and how private readers get in.

The Who can read this knowledge base? card	
Option	**What readers get**
Public	Anyone can read public content. You can still restrict individual categories and articles to reader groups.

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Option	What readers get
Logged-in readers only	All content is private. Readers log in on the reader login page, or with a login method you set to Required.
Allowed IP addresses or a shared password	All content is private. No individual reader accounts needed.
Your own login system (remote authentication)	All content is private. Readers are sent to your remote login URL. This feature is available on select plans.

A few things to know about this card:

- When you select **Allowed IP addresses or a shared password**, its fields appear: **Allowed IP addresses**, **Shared password**, and the checkbox **Require both an allowed IP address and the shared password**. Refer to Restrict by IP address, shared passwords, reader logins, or a combination for details.
- You can only select **Your own login system (remote authentication)** once you've saved a remote login URL. Until then, it shows an **Add your remote login URL first** button.
- If SAML, OpenID Connect, or Salesforce SSO is set to Required, the options are replaced by a message that readers who aren't logged in are sent to that method, with a button to open it, like **Manage SAML**.
- **Reader group logic** appears at the bottom of the card only if your knowledge base uses exclusive reader group logic. Choose **Inclusive** (readers in any of the groups can read it) or **Exclusive** (readers must be in every one of the groups).



Public during a trial

During your trial, **Public** blocks every reader. To share your knowledge base during your trial, choose **Logged-in readers only** or a shared password.

Images and files

This card shows whether only logged-in readers can open your images and files, or anyone with a link can. Select **Require login...** or **Use public links...** to switch. This option is only available for private knowledge bases, so choose and save one of the private options under **Who can read this knowledge base?** first.

Changes on this card apply right away, not through the save bar. KnowledgeOwl updates every image and file link, which can take a while, and images may look broken until it finishes. Refer to Require login to view files/images for more information.

Login settings

- **Session length**: How long readers stay logged in. Any reader activity resets the clock. The default is two hours.
- **Basic authentication**: Select **Let designated readers log in with basic authentication** to let third-party tools crawl a private knowledge base. Refer to Basic authentication for details.

Login methods

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This card lists every way readers can log in. You can offer as many as you need, for example direct login for most readers and SAML for staff.

The Login methods card

Send readers who aren't logged in to

Choose where readers go when they open restricted content or select the **Log in** link: **Reader login page**, **Remote login URL**, **SAML login**, or **OpenID Connect login**. A choice that isn't set up yet shows **(not set up)** and can't be selected.

This dropdown only appears on plans with SSO, and only when a login method is set to Required or **Who can read this knowledge base?** isn't **Logged-in readers only**. With **Logged-in readers only**, readers who aren't logged in go to the reader login page. If a login method is set to Required, the dropdown is locked to that method.

Login method rows

Each row shows the method's name, its status, a short description, any warnings, and, when the method is in use, its **Login link** with a copy icon. Select **Set up** or **Manage** to open the method's view.

Login method	What it does
Direct login	Readers log in with a username and password you manage in KnowledgeOwl. Available on every plan.
SAML	Readers log in with your SAML identity provider, such as Okta, Microsoft Entra ID, Google Workspace, or AD FS. Refer to Configure SAML SSO (generic instructions).
OpenID Connect (OIDC)	Readers log in with ClassLink or any other OpenID Connect identity provider. Refer to OpenID Connect (OIDC) SSO overview.
Remote authentication	Readers log in through your own website or app. Refer to Remote authentication instructions.
Salesforce SSO	Readers log in with your Salesforce account using a custom Apex class. Refer to Salesforce configuration intro.

SAML, OpenID Connect, remote authentication, and Salesforce SSO are single sign-on methods. This feature is available on select plans. If your plan doesn't include SSO, those rows show an **Upgrade** button instead of a status.

Status words

Each row shows one of these statuses:

Status	Meaning
Off	Readers can't use this method.
Available	Readers can use this method if they choose it, for example with its login link or from your identity provider. Restricted content on a public knowledge base can send them here too.
Required	Anyone who isn't logged in is sent straight to this method.

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Status	Meaning
Needs setup	The method is partly set up but isn't in effect yet. Remote authentication shows this when a remote login URL is saved but it isn't chosen under **Who can read this knowledge base?**. Salesforce SSO shows this when it's turned on without a Salesforce login URL.
Always on	Direct login only. Shown while **Logged-in readers only** is selected, since readers who aren't logged in go to the reader login page.

When several methods are required

Only one method can be where readers who aren't logged in are sent. If you set more than one to Required, the one with the highest priority wins, in this order:

1. SAML
2. OpenID Connect
3. Salesforce SSO
4. Remote authentication

Only the first keeps the **Required** status. The others show **Available** and still work through their own login links. When you set a method to Required while another is already required, you're asked to confirm with **Save anyway**.

When SAML or OpenID Connect is Required, direct login shows **Off** unless **Logged-in readers only** is selected. You can still let readers use their usernames and passwords from the Direct login view.

Login method views

Select **Set up** or **Manage** on a login method to open its view. Each view has a breadcrumb back to **Access & SSO**, the method's status next to its title, and numbered steps. Each collapsed step shows a summary, and the step's circle shows a check mark when it's complete. You can open the steps in any order. Some views also have a collapsed **Advanced options** card.

- **Direct login:** Choose **Off** or **Available** for the reader login page and the **Log in** link in your knowledge base header, and set **Password management** for this knowledge base.
- **SAML:** Five steps, from **Give these details to your identity provider** to **Turn on SAML**. Refer to Configure SAML SSO (generic instructions).
- **OpenID Connect (OIDC):** Choose your identity provider, then follow the steps for it. Refer to Configure OpenID Connect SSO.
- **Remote authentication:** Enter your **Remote login URL** and **Remote logout URL**, and copy **Your knowledge base ID**.
- **Salesforce SSO:** Copy the **KnowledgeOwl auth token**, enter your **Salesforce login URL**, and choose whether to require Salesforce SSO.



Sign in with Google

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If your knowledge base already has Sign in with Google set up, you'll find it in **Security and access > Access & SSO > Direct login > Sign in with Google**. New knowledge bases can't add Sign in with Google from this page. Contact our support team, or use SAML or OpenID Connect with Google Workspace instead.

Save your changes

When you change a setting, a bar appears at the bottom of the page with **You have unsaved changes**. Select **Save changes** to save, or **Discard** to undo them.

- The overview and each login method view have their own save bar. Unsaved changes stay put while you move between views.
- If you leave the overview with unsaved changes, you're asked to **Save and continue** or **Discard changes**.
- Some changes apply right away, without the save bar: **Images and files**, uploading a SAML IdP certificate, custom rules, and ClassLink district changes.
- If you change a private knowledge base to **Public**, you're asked to confirm.

Where did my settings go?

Use this table to find settings from the old **Single sign-on** page, the old **Security settings** page, and **Website settings**. All new locations are in **Security and access > Access & SSO** unless noted.

Old page	Old setting	New location and name
Single sign-on	Page title **Single sign-on (SSO)**	**Access & SSO**
Single sign-on	SHA1 certificate warning	**SAML** > step 1, **Generate SHA256 certificate**
Single sign-on	Missing SSO ID warning	Warning on the **SAML** row: **No SSO ID mapped, so readers won't be created**; and **SAML** > step 3
Single sign-on > SAML settings	**Enable SAML SSO reader logins**	**SAML** > step 5 **Turn on SAML** > **Available**
Single sign-on > SAML settings	**Require all readers to log in via SAML SSO**	**SAML** > step 5 **Turn on SAML** > **Required for all readers**
Single sign-on > SAML settings	**Enable debug mode to troubleshoot issues**	**SAML** > step 4 **Test login** > **Debug mode**
Single sign-on > SAML settings	**Use a unique SP entity ID for this knowledge base**	**SAML** > step 1, **Switch to an entity ID unique to this knowledge base** (only shown until you switch)
Single sign-on > SAML settings	**Issue a remote logout request using the IdP logout URL when a reader logs out**	**SAML** > step 5, **Also log readers out of the IdP when they log out**
Single sign-on > SAML settings	**On IdP initiated SSO, send readers to the RelayState specified landing page**	**SAML** > **Advanced options**, **On IdP-initiated login, send readers to the RelayState landing page**

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Old page	Old setting	New location and name
Single sign-on > SAML settings	**Sign all messages coming from this SP**	**SAML > Advanced options, Sign all messages sent to the IdP**
Single sign-on > SAML settings	**Sign metadata coming from this SP**	**SAML > Advanced options, Sign our metadata**
Single sign-on > SAML settings	**Sign all logout requests coming from this SP**	**SAML > Advanced options, Sign all logout requests sent to the IdP**
Single sign-on > SAML settings	**Require all IdP assertions to be signed**, **Require all IdP messages to be signed**, **Require all IdP assertions to be encrypted**	**SAML > Advanced options**, same names
Single sign-on > SAML settings	**Reader login on SSO ID match only**	**SAML > Advanced options, Match readers on SSO ID only**
Single sign-on > SAML settings	**Identity provider metadata: IdP entityID, IdP login URL, IdP logout URL**	**SAML** > step 2 **Connect your identity provider: IdP entity ID, IdP login URL, IdP logout URL**
Single sign-on > SAML settings	**IdP certificate, Upload certificate...**	**SAML** > step 2, **IdP certificate** (drop or choose a file; it saves as soon as you upload it)
Single sign-on > SAML settings	**Service provider metadata: SP entity ID, SP login URL, SP logout URL**	**SAML** > step 1 **Give these details to your identity provider: SP entity ID, SP login (ACS) URL, SP logout URL**
Single sign-on > SAML settings	**SP metadata XML > View metadata**	**SAML** > step 1, **View metadata** or **Download metadata**
Single sign-on (all tabs)	**Save** buttons on each card	The save bar: **Save changes**
Single sign-on > SAML attribute map	**SAML attribute map** fields (SSO ID, Username / email, First name, Last name, Reader icon, Reader groups, Custom field 1-5)	**SAML** > step 3 **Map reader attributes**. Add optional fields with **Add field.**
Single sign-on > SAML attribute map	**Collapse and store incoming arrays as comma separated strings**	**SAML** > step 3, **Custom field values > Store incoming lists as comma separated values** (shown when a custom field is mapped)
Single sign-on > SAML attribute map	**Custom attribute map rules, Create New Rule**	**SAML** > step 3, **Set reader fields with rules**, then **Custom rules > Add rule**
Single sign-on > SAML attribute map	Rule modal **Create advanced SAML map rule**	**Create custom map rule** modal

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Old page	Old setting	New location and name
Single sign-on > Remote authentication	**Remote login URL**, **Remote logout URL**, **Your knowledge base ID**	**Remote authentication** > step 1 **Connect your app**, same names
Single sign-on > Salesforce SSO	**Enable Salesforce SSO**	**Salesforce SSO** > step 2 **Require Salesforce SSO, Require readers who aren't logged in to log in through Salesforce**
Single sign-on > Salesforce SSO	**SF login URL**, **KnowledgeOwl auth token**	**Salesforce SSO** > step 1 **Connect Salesforce: Salesforce login URL, KnowledgeOwl auth token**
Security settings	**Content authentication**	**Who can read this knowledge base?**
Security settings	**Public**	**Who can read this knowledge base? > Public**
Security settings	**Reader logins**	**Who can read this knowledge base? > Logged-in readers only**
Security settings	**IP address or shared password**	**Who can read this knowledge base? > Allowed IP addresses or a shared password**
Security settings	**Remote authentication**	**Who can read this knowledge base? > Your own login system (remote authentication)**
Security settings	**SAML SSO override**	No longer a setting. While SAML, OpenID Connect, or Salesforce SSO is Required, **Who can read this knowledge base?** shows that readers are sent there, with a button to manage that method.
Security settings	**Allowed IP addresses**, **Shared password**, **Simple multi-authentication**	Under **Allowed IP addresses or a shared password: Allowed IP addresses, Shared password, Require both an allowed IP address and the shared password**
Security settings	**Unauthenticated access behavior (Redirect them to the reader login page, ...your remote auth login URL, ...your SAML login URL)**	**Login methods > Send readers who aren't logged in to (Reader login page, Remote login URL, SAML login, OpenID Connect login)**
Security settings	**Allow basic authentication**	**Login settings > Basic authentication, Let designated readers log in with basic authentication**
Security settings	**Reader authentication expiration**	**Login settings > Session length**
Security settings	**Image / file security**	**Images and files (Require login..., Use public links..., Switch to temporary access links)**
Security settings	**Reader group logic**	Bottom of **Who can read this knowledge base?** (only shown for exclusive reader group logic)

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Old page	Old setting	New location and name
Security settings	**Global password management setting override**	**Direct login** > **Password management**
Security settings	**Reader sign ins using Google: Google API client ID, Google API secret, Google login redirect URL, Google signup redirect URL**	**Direct login** > **Sign in with Google** (only if already set up): **Google API client ID, Google API secret, Login redirect URL, Signup redirect URL**
Security settings	HTTP response headers	Not moved. They're still in **Security and access** > **Security headers** (formerly **Security settings**).
Website settings	**Top navigation** > **Add a reader login / logout link**	**Direct login** > **Off** or **Available**

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