



# Single Sign-On - mashme.io User Guide V1

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## Introduction

The Single Sign-On feature will allow your organization members to login using your corporate credentials, avoiding the need for extra user names and passwords, therefore, reducing the time and friction required by a user to access the platform.

This document will guide you to understand how Single Sign-On (SSO) works and how to join mashme using your corporate credentials.

## SSO as a new authentication method

When SSO is activated for your organization, mashme will present two different authentication methods for all users:

- Regular login: using the user's email and password
- SSO login: using the corporate identity provider

Each user will have a unique authentication method thus only one option will allow the user to access the platform. Please, contact your organization's support team if you have any questions regarding what authentication method has been assigned to you.

The organizations will have both authentication methods available in order to onboard users that do not belong to the organization and SSO corporate authentication.

Depending on the authentication method, the platform will generate a different output related to:

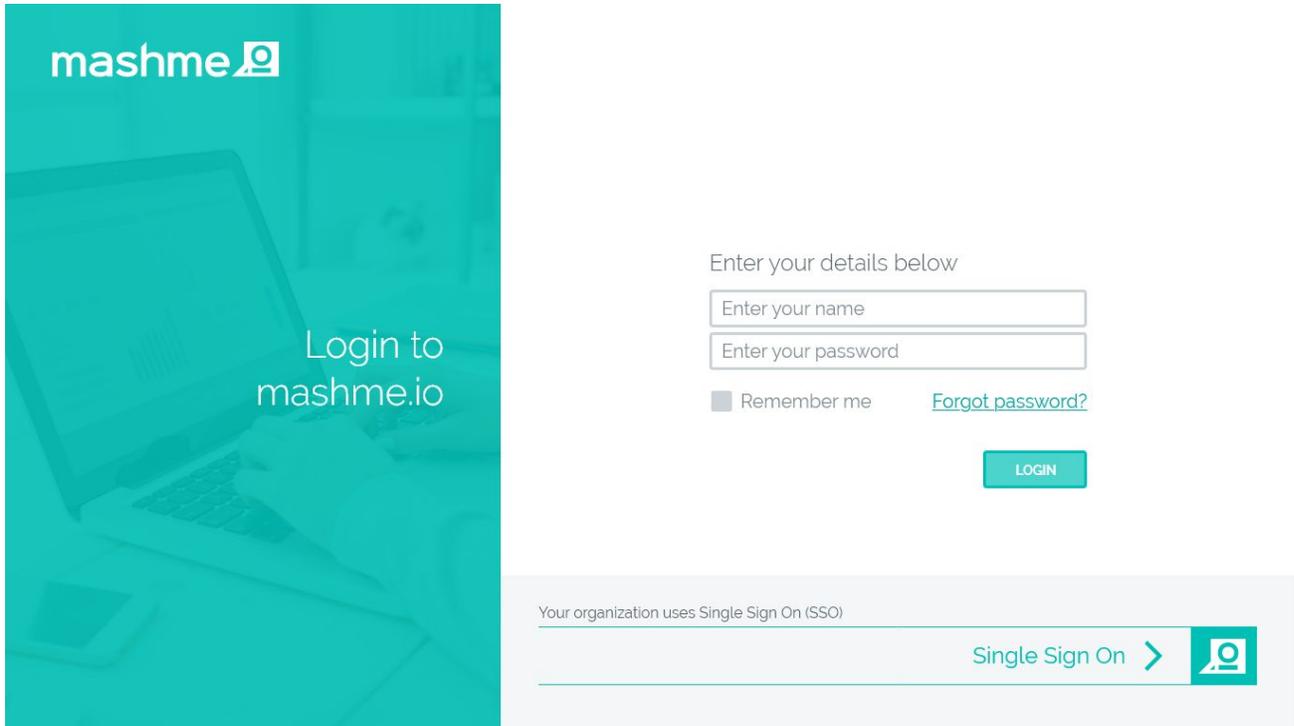
- Email notification templates
  - The user onboarding email template will not have a password with SSO authentication
- Login
  - A user with SSO authentication will be warned when attempting to use the regular login
- Forgot password
  - A user with SSO authentication will be warned when using the 'forgot password' action
- Reset password
  - A user with SSO authentication will not have the 'reset password' link in the user profile

## Joining mashme using SSO authentication method

### Authentication methods

If your organization has enabled the SSO authentication, the mashme login page will offer two different methods to join the platform:

- The regular login method (email and password)
- The Single Sign-On method



## Single Sign-On user authentication

1. The Single Sign-On authentication method will automatically redirect you to the corporate Identity Provider in your organization.
2. You need to authenticate against your corporate identity provider by using the required method in your organization.
3. Once the corporate identity provider checks your credentials you will be automatically redirected to the mashme platform.

## Frequently Asked Questions

### As an SSO user, can I join mashme using email and password?

The only way to join mashme is by using the “Single Sign-On” button on the login page.

If you try to join mashme providing an email and password, the platform will show a warning message to remind you that your organization requires you to access mashme using the corporate Identity Provider.

### **As an SSO, user, can I reset my password using mashme?**

No, mashme does not have any password related to your user since the authentication is managed by your corporate Identity Provider.

As an SSO user trying to reset the password, the platform will show a warning message to remind you that your organization requires you to access mashme using the corporate Identity Provider.

### **As an SSO user, will my global session be closed when closing mashme?**

No, Single Log Out is not implemented yet as part of this feature.

Given that, when closing mashme or performing a log-out action, only the mashme application session will be closed.

### **I haven't received a password in the onboarding email?**

If the onboarding email does not contain a password and contains a message related to "Single Sign-On", you will need to access mashme.io using the Single Sign-On button and then pass authentication via your corporate Identity Provider.

mashme does not have any access to passwords related to your user ID.

### **As an SSO user, is my corporate password stored in mashme?**

No, when your user has been assigned to the SSO authentication method, mashme cannot access or store your corporate password.

All the authentication information will always be processed by your corporate Identity Provider.

### **As an SSO user, I cannot remember my password?**

mashme cannot help 'remind' or 'reset' your password. Please contact your organization's IT or support team.

### **As an SSO user, the platform is showing an M207 error code?**

It is mandatory that your organization registers your user before joining mashme.

This error means that you have been authenticated by your corporate Identity Provider but not authorized to access mashme because you are not a registered user.

### **As an SSO user, the platform is showing an M208 error code?**

Your user has been assigned to the standard authentication method (email and mashme password).

This error means that you have been authenticated by your corporate Identity Provider but not authorized to access mashme because you are using a wrong authentication method (SSO).

You will need to use the standard authentication method to access the session.