SIGNIVENT

Single sign-on and security

Signivent · Last updated October 25, 2026

Single sign-on (SSO) lets your team sign in to Signivent with the accounts they already use at work, through your identity provider (IdP) such as Okta, Microsoft Entra ID (Azure AD), OneLogin or Google Workspace. Any SAML 2.0 provider works. Set it up under **Organization Settings** > **Single Sign-On**. The **SSO sign-in log** tab records every SSO sign-in.

Before you start

From your IdP's admin console you need:

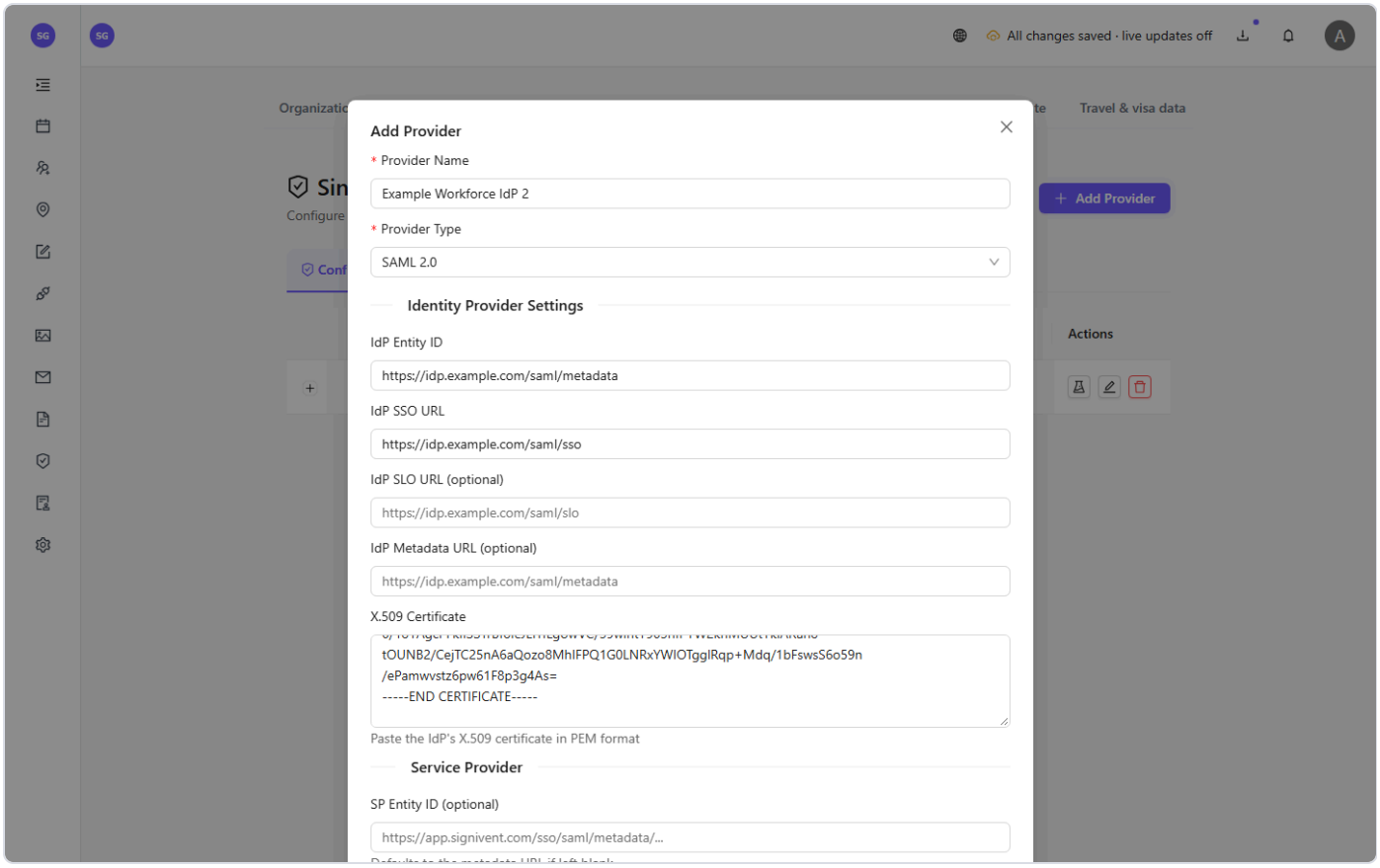
For	What to collect
SAML 2.0	The **IdP Entity ID**, the **IdP SSO URL** and the IdP's **X.509 certificate** (PEM format). Optionally the SLO (sign-out) URL and metadata URL

Use SAML 2.0. OpenID Connect (OIDC) is listed as a type but is not available yet, so it can't be picked.

You also need to know which email domains your team uses (for example `yourcompany.com`).

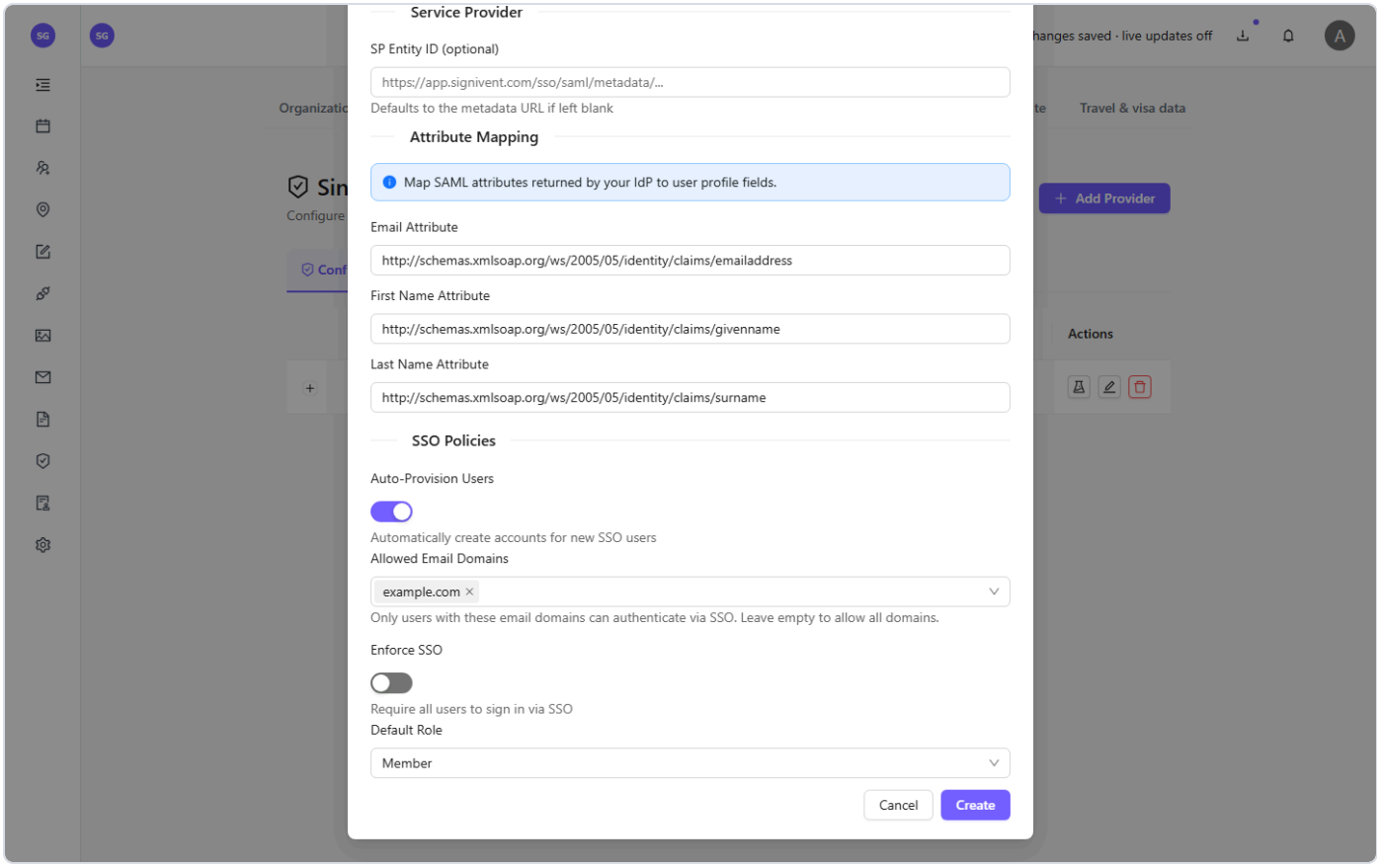
Add an identity provider

1. Open **Organization Settings** > **Single Sign-On** and click **Add Provider**.
2. Enter a **Provider Name** your team will recognize, and keep **Provider Type** on **SAML 2.0**.
3. Under **Identity Provider Settings**, paste the values from your IdP: **IdP Entity ID**, **IdP SSO URL** and the **X.509 Certificate**.
4. Leave **SP Entity ID** blank unless your IdP needs a specific one; it defaults to the metadata URL.



Add Provider: name, type, IdP entity ID, SSO URL, optional SLO and metadata URLs, and the X.509 certificate

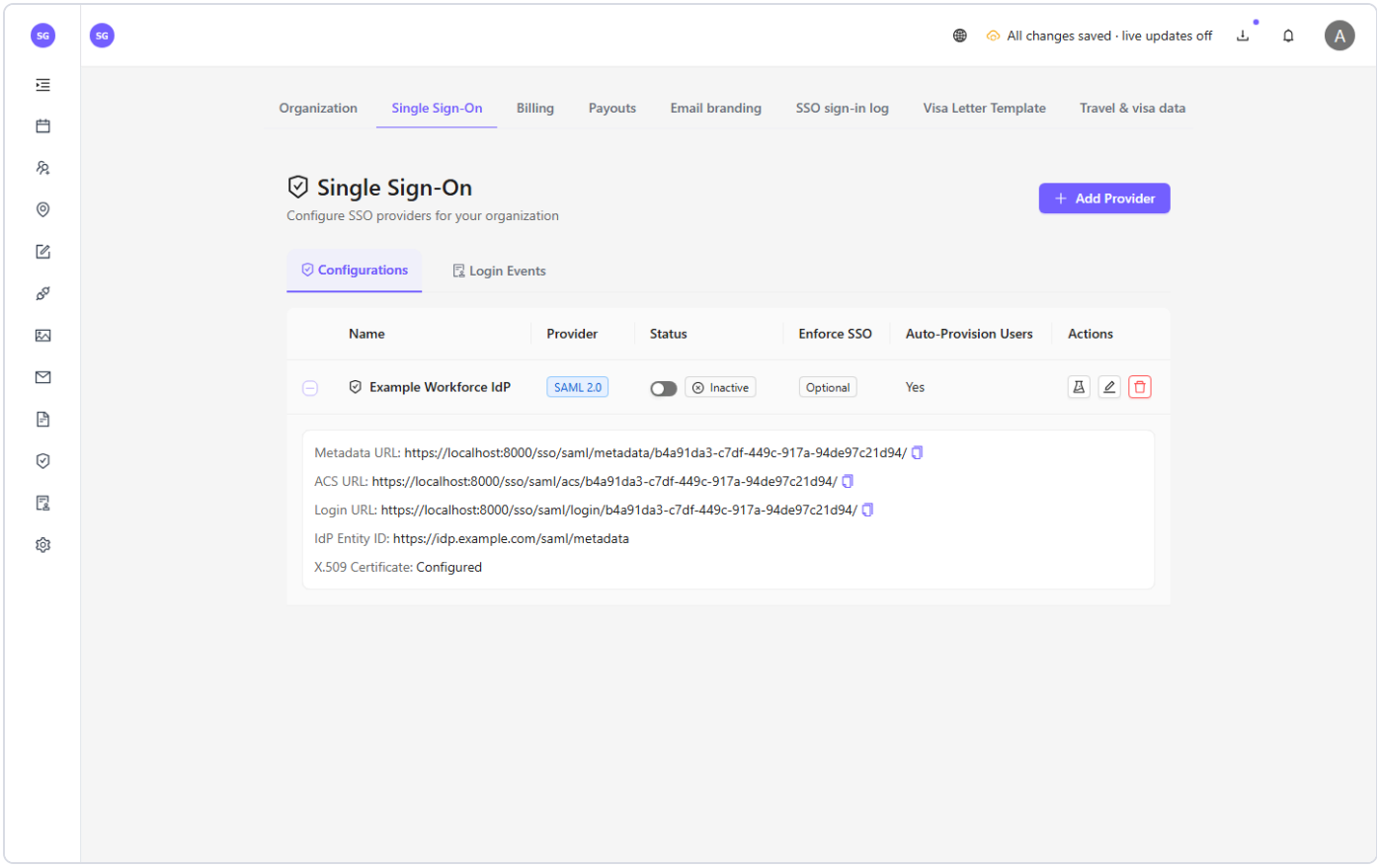
5. Check **Attribute Mapping**. The fields are filled with the standard SAML claim names (`emailaddress`, `givenname` and `surname`). Change them only if your IdP sends different names.
6. Set the **SSO Policies**:
   - **Auto-Provision Users** creates an account the first time someone from your IdP signs in.
   - **Allowed Email Domains** limits SSO to those domains. Leave it empty to allow any.
   - **Enforce SSO** makes SSO the only way to sign in. Leave it off until you have tested SSO.
   - **Default Role** is the role a new auto-provisioned user gets: **Member**, **Viewer** or **Admin**.
7. Click **Create**.



SSO Policies: auto-provision on, allowed domain example.com, Enforce SSO off and the default role

Connect it in your IdP

Expand the provider's row (the plus sign) to see the addresses your IdP needs. Use the copy buttons.



The provider row expanded: Metadata URL, ACS URL, Login URL, IdP Entity ID and certificate status

- **Metadata URL**: give this to an IdP that can read service provider metadata.
- **ACS URL**: the assertion consumer service (reply) URL to enter in your IdP.
- **Login URL**: the address that starts a sign-in through this provider.

Then, in your IdP, assign the application to the people who should use it.

Test and switch it on

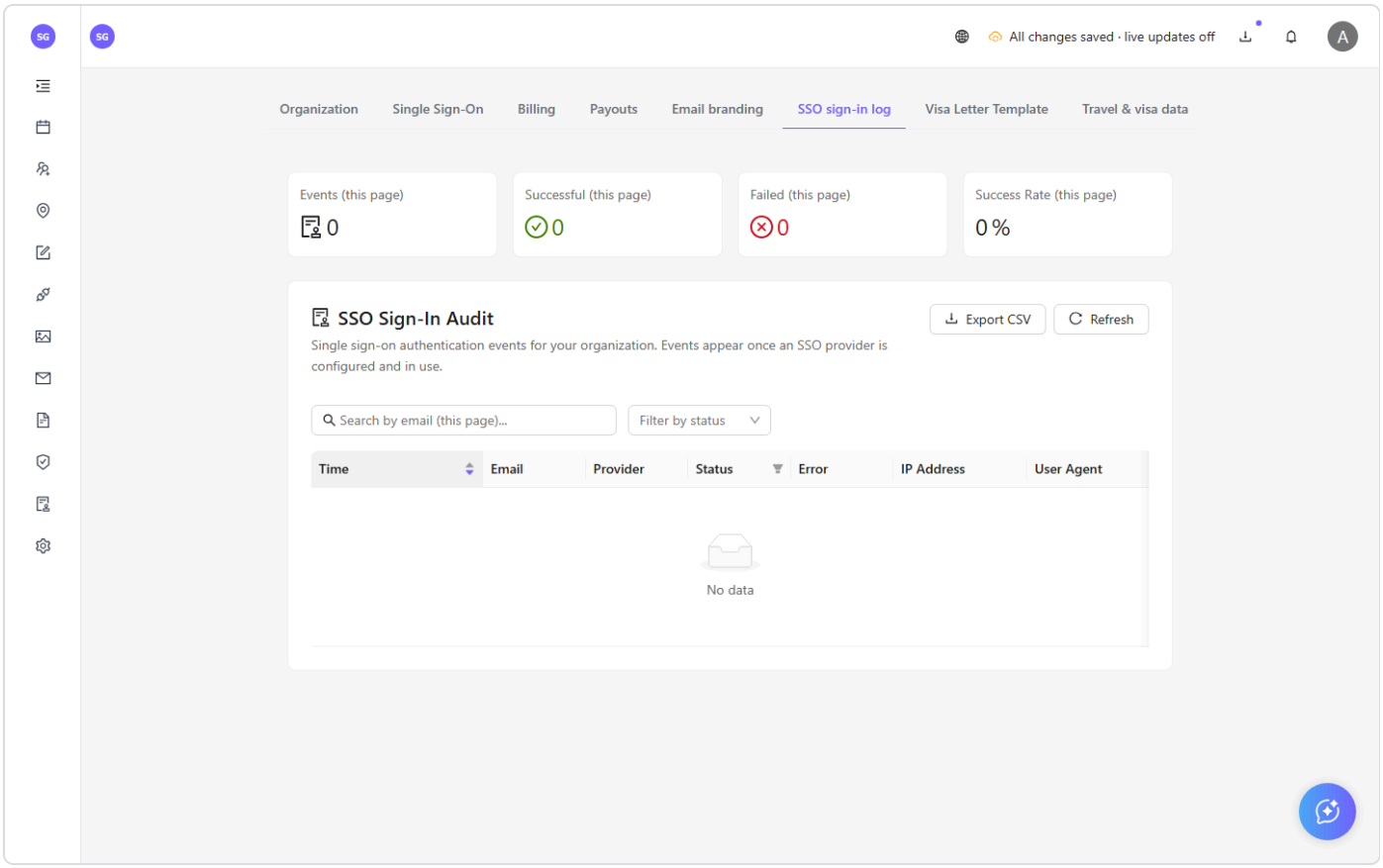
1. Click the flask button (**Test SSO configuration**) on the provider's row. A dialog says whether the configuration is valid and lists any problems.
2. Fix anything it reports with the pencil button (**Edit SSO configuration**), then test again.

A new provider is saved as **Inactive**. Once the test passes, turn on the switch in its **Status** column to make it **Active**. Turn the switch off to stop sign-ins through that provider.

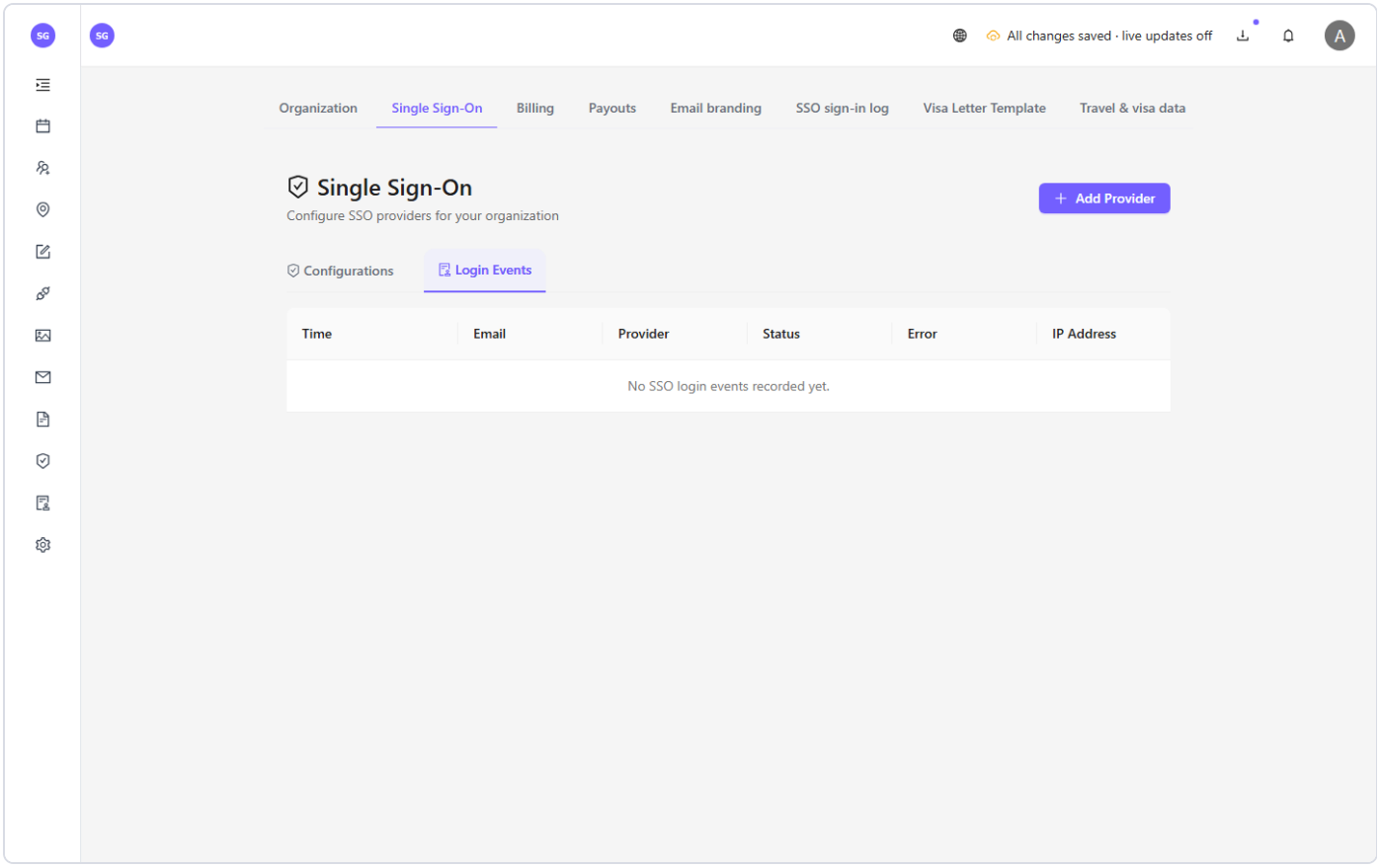
Check SSO sign-ins

- The **Login Events** tab on Single Sign-On lists recent SSO sign-ins.
- **Organization Settings** > **SSO sign-in log** (**SSO Sign-In Audit**) shows every SSO sign-in attempt with its time, email, provider, status, error, IP address and browser. Search by email, filter by status, **Refresh**, or **Export**

CSV. The cards at the top count events, successes and failures on the page you are viewing.



SSO sign-in log: SSO Sign-In Audit with counts, search, status filter, Export CSV and the event table

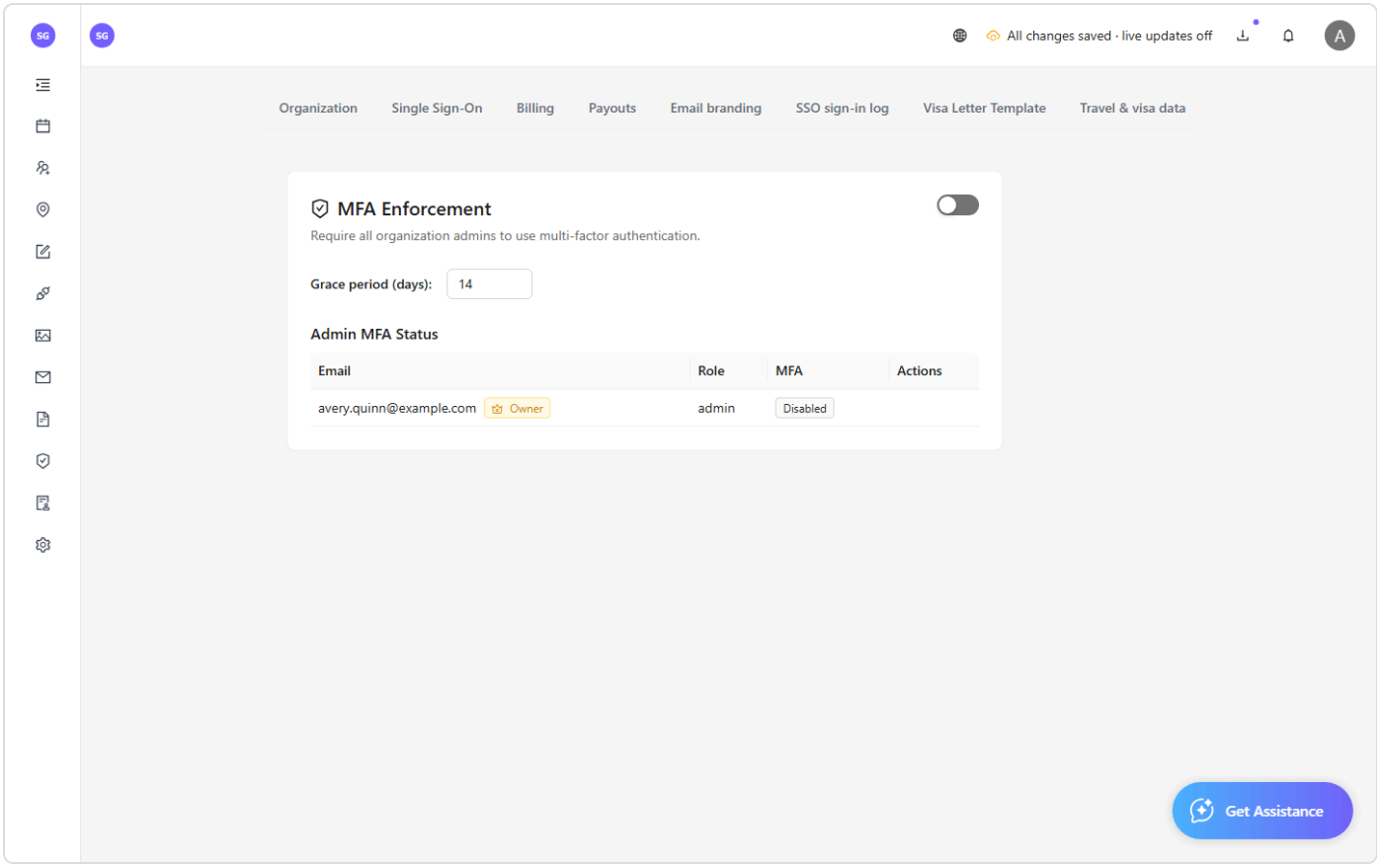


The Login Events tab with no sign-ins yet

Require two-factor authentication for admins

The organization owner sees an extra **Security** tab in Organization Settings with **MFA Enforcement**:

1. Turn on **MFA Enforcement** to require every organization admin to use two-factor authentication.
2. Set the **Grace period (days)**. Admins who have not turned on two-factor by then are blocked from signing in until they do.
3. **Admin MFA Status** lists each admin and whether they have two-factor. **Reset MFA** turns it off for someone who lost their phone; they must set it up again.



Security: MFA Enforcement with the grace period and Admin MFA Status

Anyone else who opens this page sees "Owner access required". Each person sets up their own two-factor under Your profile, preferences and security.

Sessions

Signed-in sessions are personal: see and sign out your own under **My Profile** > **Security** > **Active Sessions**. The old Settings > Sessions address opens that page.

Troubleshooting

You see	Why	Fix
Test says "Configuration validation failed"	A required value is missing or the server cannot validate SAML yet	Read the listed errors, Edit and test again; contact support if it names a missing library
The provider stays Inactive	Providers are created inactive	Turn on the switch in its **Status** column
Someone cannot sign in with SSO	Their email domain is not in Allowed Email Domains, or the IdP does not assign them the app	Add the domain, or assign the app in your IdP

You see	Why	Fix
A new SSO user has the wrong access	Default Role gave them that role	Change their role on Team > Members, and adjust Default Role
Everyone is locked out after turning on Enforce SSO	SSO is not working and passwords are no longer accepted	Contact support; always test before enforcing
"Owner access required" on Security	Only the organization owner can enforce MFA	Ask the owner
The SSO sign-in log is empty	No SSO sign-ins yet; it records only SSO sign-ins, not other changes	Sign in once through the Login URL