Clearspan® Single Sign-On User Guide

FEBRUARY 2016

R20

Mitel®

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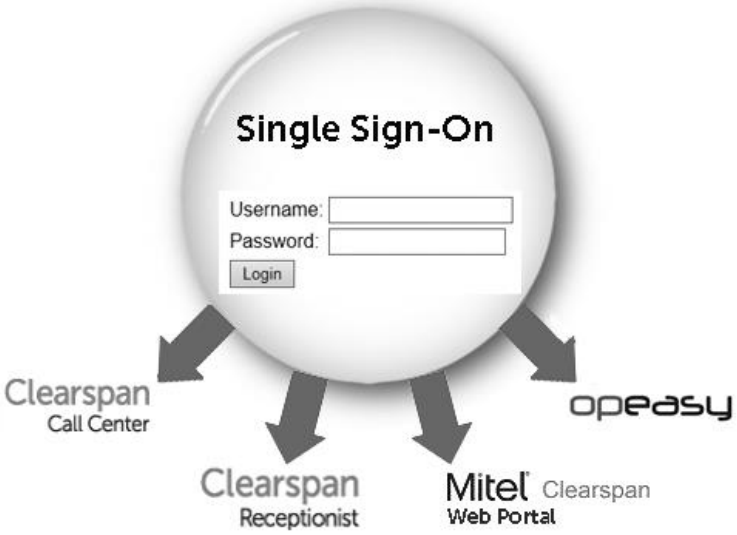
OVERVIEW

Clearspan® provides a Single Sign-On (SSO) feature for seamless access to certain Clearspan web applications. If your System Administrator has enabled and configured it, Single Sign-On allows you to log in once and then gain access to other applications without the need to re-authenticate. You don't need to log in multiple times, and you only have one set of credentials to remember. After logging in to SSO, you can move between clients easily and securely from one central location as long as your web browser is running.

The set of clients that you have access to through SSO depends on the configuration set up by your System Administrator. You might see any combination of the following web applications, each of which can be configured for access via SSO:

- Clearspan Call Center
- Clearspan Receptionist
- Clearspan Web Portal
- Clearspan OpEasy®



SINGLE SIGN-ON (SSO) LOGIN

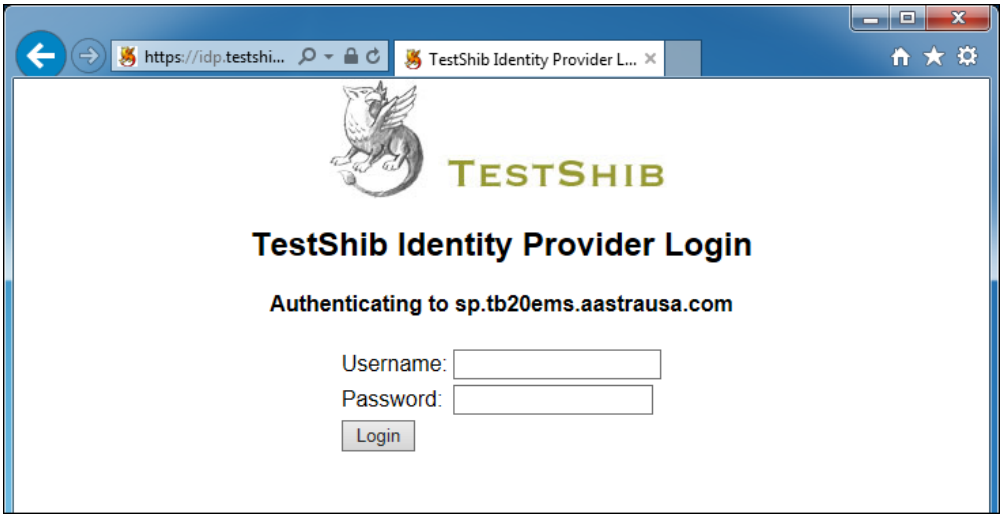
Follow these steps to log in with Single Sign-On:

1. In a web browser, access the SSO URL given to you by the System Administrator. The URL will be in the form of http://company.com/clearspan/companyIdpTag. For example, the URL may be something like https://server.mitelusa.com/clearspan/mitelsso.
   - 'company.com' is the Fully Qualified Domain Name (FQDN) used to access OpEasy.
   - 'companyIdpTag' is a unique text string that is assigned when SSO is enabled and configured. It is associated with an IdP. It is used by OpEasy to know which IdP is to be used to authenticate you. An IdP is an authentication server (LDAP, Active Directory, Windows, etc).

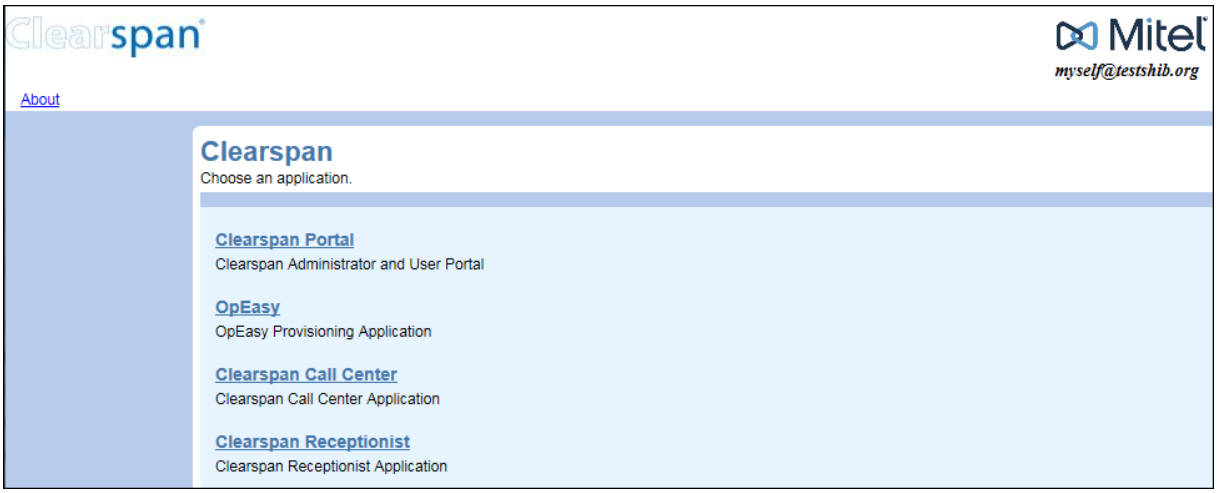
   Notes: If you open more than one browser, for example Internet Explorer and Chrome, you must log into SSO separately in each browser.

   SSO not only works using the URL http://company.com/clearspan/companyIdpTag; it also works for http://company.com/opeasy/companyIdpTag

2. Wait as you are routed to your IdP when the URL "http://company.com/clearspan/companyIdpTag" is entered. For example, https://server.mitelusa.com/clearspan/mitelsso may redirect you to https://idp.testshib.org/idp/Authn/UserPassword. The SSO login page varies by organization and might look something like the following.



3. Enter your Clearspan SSO credentials. These might or might not be the same credentials used to log into any one Clearspan web application. Once your credentials are validated, you are redirected to the Clearspan SSO page, which is shown in the following figure.



The SSO page can contain any combination of the following hyperlinks, depending on what you are authorized to access:

- Clearspan Portal – this link appears if you have a Clearspan User account and are using Clearspan R19 or later.
- OpEasy – this link appears if you have an OpEasy administrator account.
- Clearspan Call Center – this link appears if you have been assigned one of the following services: Call Center Basic, Call Center Standard, or Call Center Premium.
- Clearspan Receptionist – this link appears if you have been assigned the Clearspan Receptionist – Enterprise service.

Note: SSO support for Call Center and Receptionist is available with only R20 and later; if you are using a release of Clearspan Call Center or Receptionist prior to R20, you are prompted for credentials to log in to the application.

4. Click on one of the hyperlinks to open the selected application in a new browser tab. No additional authentication is required to access the application since you have been authenticated using SSO.

SINGLE SIGN-ON LOGOUT

To log out of an SSO session, simply close all web browser windows.

Logging out directly from any one Clearspan web application does *not* log you out of SSO. Your SSO session remains active until ALL instances of the browser are closed. Even if the Clearspan SSO tab is closed, if other tabs are still open, the SSO session is still active. If the browser session has not been closed and you enter the Clearspan SSO URL again, you are taken directly to the Clearspan SSO page because you are still logged in.

Note: If you log out of the Clearspan portal, Call Center, or Receptionist application directly but are still logged into SSO, you might not be able to log back into the application directly. In this case, use the SSO page to access the application again.

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