

## Enabling authentication in new premium sandboxes

- **Product:** Alma, Primo VE
  - **Product Version:** February 2019
  - **Relevant for Installation Type:** Multi-Tenant Direct
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### Description

After existing Alma customers (and Primo VE customers with premium sandboxes) received their new premium sandboxes in February 2019, authentication issues may have arisen. These issues include not being redirected to your authentication page, or getting a message that the user is not authorized in Alma. This only affects existing Alma and/or Primo VE customers who received their new premium sandboxes in February 2019 as part of the new premium sandbox policy. More information on this policy can be found [here](#).

### Resolution

Your new premium sandbox needs to be registered with your authentication identity provider in order to authenticate users properly. This is a one-time fix and should not need to be repeated.

1. You can find your new premium sandbox address in the Help menu of your production Alma.
2. If your premium sandbox has a different server name, contact your local IT department to register the new server name with your authentication identity provider (IdP).
3. Log in to your new premium sandbox with the relevant link:

SAML: `https://<Alma sandbox domain>/institution/{INST_CODE}/SAML/idpCode/{sandbox SAML integration profile code}`

CAS: `https://<Alma domain>/institution/{INST_CODE}/CAS/idpCode/{sandbox CAS integration profile code}`

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- **Article last edited:** 28-Mar-2019