
SSO - Single Sign On (Shibboleth/OpenAthens) and Pivot-RP

- **Product:** Pivot
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Question

How does a subscribing institution get started with Single Sign On (SSO) using Shibboleth, SAML or OpenAthens in Pivot-RP?

Answer

Submit a case to [Pivot-RP Support](#) requesting that we set-up SSO authentication for your institution. Please provide the following details in the request, or the Support team will follow up with you to gather this information:

1. Customer Institution name:
2. Who is your IDP (Identity provider):
3. Do you use ePPN or ePTID (Person Principal Name or Person Principal ID) to identify users?
4. Point of contact at your institution for the implementation: (name and email required)
5. Test credentials that we can use to debug our configuration if it's not working properly. (optional)

Once the Support team has gathered the above information, the designated contact will be contacted if any additional information is needed. If no additional information is needed, it will take approximately 3-4 weeks to configure and test the login. The designated contact person will hear from our Support team when SSO is ready for testing.

Additional Information for technical contacts:

Our Service Provider is

- <https://sso.clarivate.com/sp>

Our Metadata is available at

- <https://www.webofknowledge.com/SP-Metadata.xml>

WebofKnowledge is a sister-product to Pivot-RP and also part of Clarivate. When you view the metadata file you will see the AssertionConsumerService <https://sso.clarivate.com/sp/ACS.saml2>

If you use eduPersonPrincipalName, please release "eppn"

If you use eduPersonTargetedID, please release "persistent-id" or "oid-targeted-id" Other attributes would be needed if you used scope (sub institution level access) or affiliation (user roles).

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