## Alchemer SSO Certificate Migration

Let's get your SSO Integrations migrated to our new Alchemer domains!

Along with the new alchemer application domains (app.alchemer.com, app.alchemer-ca.com, app.alchemer.eu) used for login, we have introduced new certificates for Single Sign-on (SAML SSO). For each of the applications SSO integrations (accessed via Integrations >Data Connectors) currently setup on SurveyGizmo domains, users will need to move over to the new domain as soon as possible.

If an account has <u>one or more</u> active Single Sign-On integrations set up between systems, a few actions are required to update the integration to ensure proper functionality and utilize signed assertions and requests.

There are **three actions** that are needed to successfully migrate an SSO integration. More detail on each item listed below is available under the Updating Login Domain Metadata section:

 Via Integrations > Data Connectors > Single Sign-on (Account), s witch the Login Domain in the Alchemer integration to app.alchemer.com, app.alchemer-ca.com or app.alchemer.eu depending on the data center of the account via the Login Domain Dropdown:

Single Sign-On	
Allow Users to login to the Alchemer Application	
O Allow Respondents to take Surveys	
Login Domain You can choose which of our domains is used for application login. If you change this after initial setup, you will need to reconfigure your lo to inherit the new value. View Documentation	яР
app.alchemer.com	~
Status	

2. Select Save and Get Metadata in the integration pane:

Choose File No file chose	0
SSL Fingerprint:	
Save and Get Metadata	Test Integration
Save and Get Metadata	Test Integration

- 3. Supply the updated metadata to your Identity Provider (Okta, Ping, OneLogin, Auth0, etc.). Complete <u>either a</u> or <u>b</u> below depending on the specific use case:
  - **a.** If you are utilizing a Service Provider metadata URL, you will need to trigger a refresh of this metadata by selecting **Save and Get MetaData**. The existing hostname in the metadata URL should be updated as such, prior to this refresh:

Existing Hostname	New Hostname
app.surveygizmo.com	app.alchemer.com
appca.surveygizmo.com	app.alchemer-ca.com
app.surveygizmo.eu	app.alchemer.eu

i. Refresh the integration by resaving the integration.

- b. If you are manually managing your provider metadata, from your identity provider:
  - i. Update both the Assertion Consumer Service URL and Service Provider Entity ID from the SurveyGizmo hostnames to the appropriate Alchemer hostnames:

Existing Hostname	New Hostname
app.surveygizmo.com	app.alchemer.com
appca.surveygizmo.com	app.alchemer-ca.com
app.surveygizmo.eu	app.alchemer.eu
www.surveygizmo.com	survey.alchemer.com
www.surveygizmo.eu	survey.alchemer.eu
ca.surveygizmo.com	survey.alchemer-ca.com

 ii. If necessary, upload the new Signing Certificate from Alchemer to your Service Provider (Ping, ADFS, etc.), that is present in the metadata after resaving. Copy the certificate below using your clipboard:

-----BEGIN CERTIFICATE-----

MIIGmjCCBYKgAwIBAgIIMHbRnUv5+84wDQYJKoZIhvcNAQELBQAwgbQxCzAJBgNV

BAYTALVTMRAwDgYDVQQIEwdBcml6b25hMRMwEQYDVQQHEwpTY290dHNkYWxLMRc

GAYDVQQKExFHb0RhZGR5LmNvbSwgSW5jLjEtMCsGA1UECxMkaHR0cDovL2NlcnRz

LmdvZGFkZHkuY29tL3JlcG9zaXRvcnkvMTMwMQYDVQQDEypHbyBEYWRkeSBTZWN1

cmUgQ2VydGlmaWNhdGUgQXV0aG9yaXR5IC0gRzIwHhcNMjIwODE3MTI0NjM5WhcN

MjMwOTE4MTI0NjM5WjAbMRkwFwYDVQQDExBzc28uYWxjaGVtZXIuY29tMIIBIjAN

BgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEA3OMQGa69/15yQVmSVV4k/v2bh33G

U8THGzAfrEyP/yyE/cFOum+WFNKnM+Xi6vlXjO4PR//bVWrDpZOqDANINZp8K+Go

lcC4P5bpcmrcWMc/diFJ+0kHMQjOuRWJvol8dLmeRWkIKJG2KzMbGJOVTOc/ZQZ3 ZHoD/yszmrJTKqsylQHDdj7yZT4ldz4QVhBgBG8wkJnTl0y48FaLA+blQKErQBog b/EhMqCKsVqDASKBTnLrPkEa9+GSu2wHXVaFFqt0sRVCF/BcRaUoKsJbldCCedCi v/geO1i6ugmA5xgLpPIOK/bEw5j7s1NMi9qeP2GOH/RwrDkY8Rw5EXzGOQIDAQAB o4IDRjCCA0IwDAYDVR0TAQH/BAIwADAdBqNVHSUEFjAUBqqrBqEFBQcDAQYIKwYB BQUHAwIwDgYDVR0PAQH/BAQDAgWgMDgGA1UdHwQxMC8wLaAroCmGJ2h0dHA6Ly cmwuZ29kYWRkeS5jb20vZ2RpZzJzMS00Mzg1LmNybDBdBgNVHSAEVjBUMEgGC2CG SAGG/W0BBxcBMDkwNwYIKwYBBQUHAgEWK2h0dHA6Ly9jZXJ0aWZpY2F0ZXMuZ29k YWRkeS5jb20vcmVwb3NpdG9yeS8wCAYGZ4EMAQIBMHYGCCsGAQUFBwEBBGowaDAI BggrBgEFBQcwAYYYaHR0cDovL29jc3AuZ29kYWRkeS5jb20vMEAGCCsGAQUFBzAC hjRodHRwOi8vY2VydGlmaWNhdGVzLmdvZGFkZHkuY29tL3JlcG9zaXRvcnkvZ2Rp ZzluY3J0MB8GA1UdIwQYMBaAFEDCvSeOzDSDMKIz1/tss/C0LIDOMDEGA1UdEQQq MCiCEHNzby5hbGNoZW1lci5jb22CFHd3dy5zc28uYWxjaGVtZXluY29tMB0GA1Ud DgQWBBSyG1baK+YA07uqRZWh8lFyBcqGVTCCAX0GCisGAQQB1nkCBAIEggFtBIIB aQFnAHYA6D7Q2j71BjUy51covllryQPTy9ERa+zraeF3fW0GvW4AAAGCq9eHMwAA BAMARzBFAiBlYopdLBbedcoiPavaApJYXBlxPl/qNlTb/Q2hKSuiHwlhAPZDiEnE /oKmvv7vpa+cJrMMZXLJqVPWO+SkKPrjj1zGAHUANc8ZG7+xbFe/D61MbULLu7Yn ICZR6j/hKu+oA8M71kwAAAGCq9eloQAABAMARjBEAiA2oBb8sW/lj0zZjLS4KcoW JzlL1I38jJXAeFYyA8ZuUAIgOsfE+PTCSmcias9omAElQipH6cbnAsRSWOGmUZ19 alUAdgB6MoxU2LcttiDgOOBSHumEFnAyE4VNO9IrwTpXo1LrUgAAAYKr14kwAAAE AwBHMEUCIEaVDtXMnxvtonICz6VmmLhZT+oehQD1/yybZOQ852ECAiEAmP3ALWEK Z5VRUPjhVCSqfITHBvhUcwmw5V+MOIcYIQQwDQYJKoZIhvcNAQELBQADggEBAEE/ GTB+l5eLBndsHajgGJlZzBcch3+gKyrVrRfw9xDqGmNtyQhG2ZG3mnC8iHUOUK+7 zqlkMppREYJLk+rFD2ipIMq0KQGAzl7900Pfb8NXGv3LBnR9gQhtg5KzOcOICV0z cQsPJvJ/y5q6YGRxiBpEeYDL7/4+d0vvvOyYfE9HgWtoMM3caN5MMTODFbY6v52T 3zyE8rfCi0UlUu6Hu9B+agp/ZTI5BJtPdsYADflTtAQtq1qR7fYN0fArEekG4klH 5XR80mR+tU0aWMTltAXvPf2prtmHsrgFHXNfEQ01nDqCft/3iTxYvqsPwdCxUwCx

wyMBy1dqJSX	<pre>KZYqCCrA8=</pre>
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-----END CERTIFICATE-----

• Re-test your integration after completing the above steps using the new Login Link found at the bottom of the integration in Alchemer after the integration is resaved:

Note: When Checked, Only A	Admins will be able to log in through the main Alchemer login page.
Users must be set up in Alche	mer.
<ul> <li>Automatically create new use</li> </ul>	rs if they don't exist in Alchemer.
Logia Liek	
Login Link	
https://app.alchemer.com/log	gin/initiatelogin/idp/

Follow the steps below if you are switching to the new app.alchemer.com logins and using signed metadata, assertions and requests. The SSO signing certificate used for our legacy domains, app.surveygizmo.com and www.surveygizmo.com has been revoked, and you may experience errors until you update the Identity provider metadata with the new Alchemer signing certificate.

## Updating Login Domain and Metadata

After switching to the new login domain, the old Login link generated in the Integration will *not* function. Once this process has been completed and the integration is rasaved, utilize the new login link found at the bottom of the specific integration being switched over to app.alchemer.

 To update the login domain for an SSO integration, start by selecting from the l eft-hand navigation menu in Alchemer Integrations > Data Connectors. Next, click Edit on the right side of the specific SSO integration being converted to the app.alchemer.com domains:

Alchemer	Integrations > Data Connectors				Help m
Projects	Connect Internetions				
Audience	Integration	Name	Status	Verified	
🔁 Design Library 👻		SF Gmail	Enabled	•	/ Edit 🗙 Delete
Research Library -	stripe	Stripe	Enabled	N/A	/ Edit 🗙 Delete
C Integrations		Google	Enabled	N/A	🖋 Edit 🛛 🗙 Delete
Data Connectors	SMTP Server (smtp.office365)	100100	Testing	•	✓ Edit × Delete
Custom Domains	Single Sign-On (Account)	PingOneDocumentation	Enabled	۲	3 Edit 🖓 Copy 🗙 Delete
Website Intercept	🔒 Single Sign-On (Account)	OneLogin	Enabled	۲	🖋 Edit 🖉 Copy 🗙 Delete
Webhooks	Single Sign-On (Account)	Auth0	Enabled	۲	🖋 Edit 🖓 Copy 🗙 Delete
Account -	Single Sign-On (Account)	10110	Enabled	۲	🖋 Edit 🛛 Copy 🗙 Delete
Support Center	Single Sign-On (Account)	Okta	Enabled	۲	🖋 Edit 🖓 Copy 🗙 Delete
Au Alchemer University	Add Integrations to your Account				
🔿 Security 🔹	Collaborator level integration	L.			
	Social Media Publishing Publish your surveys on social media	a to get responses from your network.			Learn More
	- Ctrina				

 In the right hand popup menu that displays once edit is selected, Scroll down to the Login Domain Dropdown, and choose app.alchemer.com, app.alchemer-ca.com, or app.alchemer.eu depending on the data center of the account:

Alchemer	Integrations > Data Connectors	Single Sign-On
22 Projects	Current Integrations	
Audience	Integration N	Alchemer uses the widely used SAML 2.0 protocol for single sign-on for Survey builders and Survey takers.
Design Library 👻	S	Check this list to see if your provider is compatible.
Research Library -	stripe S	* Integration Name
C Integrations	G G	PingOneDocumentation
Data Connectors	SMTP Server (smtp.office365)	* Authentication Type
Custom Domains	Single Sign+On (Account) P	Allow Sers to login to the Alchemer Application     Allow Resonnents to take Surveys
Website Intercept	Single Sign-On (Account) O	
Webhooks	Single Sign-On (Account)	Login Domain You can choose which of our domains is used for application login. If you change this after initial setup, you will need to reconfigure your IdP to inherit the new youle. View Documentation
€ Account <	Single Sign-On (Account) O	app.surveygizmo.com
Support Center	Single Sign-On (Account) O	Status
Au Alchemer University	Add Integrations to your Account	Enable SSO     Disable SSO
🗘 Security 👻	Collaborator level integration	Account Alias Account Aliase must be between 3 and 63 characters in length Latters, numbers, and dashes are connatible with aliases. View Donumentation
	Social Media Publishing Publish your surveys on social media to get resp	Mikey-1983
	Stripe Stripe Charge your respondents for items they select of	SAMI Sottings

3. Scroll down further in the right hand popup window to Upload SSL/Signing Certificate section, and select Save and Get Metadata:

Single Sign-On
Signed Metadata
No
Pull SAML settings from Identity Provider Metadata     Enter SAML settings manually
• Entity ID
Login URL     https://sea.connect.pingidentity.com/sso/sr
Upload SSL/Signing Certificate
Choose File No file chosen SSL Fingerprint: 70fb19cde31401a8b015fbaa368f6db96c929737
Save and Get Metadata Test Integration
User Settings
Restrict Login to SSO Only.
Note: When Checked, Only Admins will be able to log in through the main Alchemer login page.
Users must be set up in Alchemer.
O Automatically create new users if they don't exist in Alchemer.
Cancel Save

4. Select Save in the bottom right corner of the popup menu.

## Updating Assertion and Entity ID URL

To complete this process of moving over to the new app.alchemer login domains, users update the *Assertion* and *entity ID URLs* to be **app.alchemer.com**, **app.alchemer-ca.com**, **or app.alchemer.eu** instead of *app.SurveyGizmo.com*, *appca.surveygizmo.com*, *or app.surveygizmo.eu* depending on the data center of the alchemer account. Open up a new tab in the browser of choice, and navigate to the IDP provider being utilized for the accounts' SSO integration. Below are steps for the common IDP providers used in Alchemer:

- Updating Assertion and entity ID URLs with Okta
- Updating Assertion and entity ID URLs with OneLogin
- Updating Assertion and entity ID URLs with Ping
- Updating Assertion and entity ID URLs with Auth0

If an account is utilizing survey SSO, be aware that survey links will change when an update to the login domain value is completed. Once these changes have been made, please validate the survey links that are using SSO.

**Related Articles**