# 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 *one or more* 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:

1. 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**:
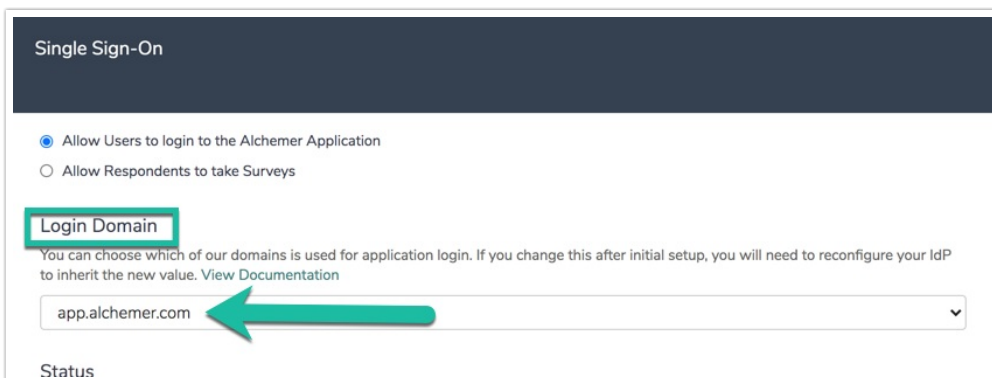
2. Select **Save and Get Metadata i** n the integration pane:
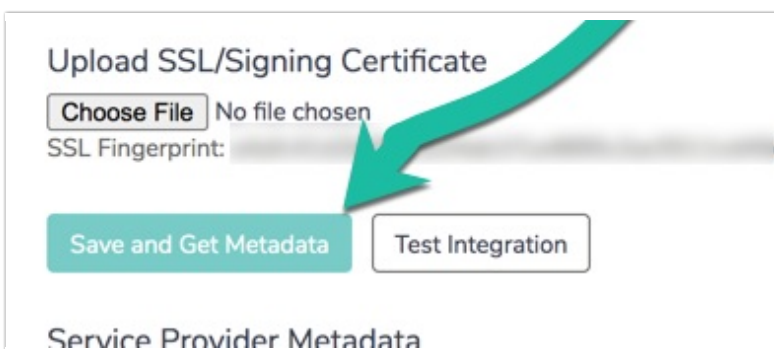
3. Supply the updated metadata to your Identity Provider **(Okta, Ping, OneLogin, Auth0, etc.).**
   Complete <u>either *a*</u> or <u>*b*</u> below depending on the specific use case:
   a. If you are utilizing a Service Provider metadata URL, you will need to trigger a refresh of this
      metadata 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

GAYDVQQKExFHb0RhZGR5LmNvSwgSW5jLjEtMCsGA1UECxMkaHR0cDovL2NlcnRz

LmdvZGFkZHkuY29tL3JlcG9zaXRvcnkvMTMwMQYDVQQDEypHbyBEYWRkeSBTZWN1

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MjMwOTE4MTI0NjM5WjAbMRkwFwYDVQQDExBzc28uYWxjaGVtZXIuY29tMIIBIjAN

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SAGG/W0BBxcBMDkwNwYIKwYBBQUHAgEWK2h0dHA6Ly9jZXJ0aWZpY2F0ZXMuZ29k
YWRkeS5jb20vcmVwb3NpdG9yeS8wCAYGZ4EMAQIBMHYGCCsGAQUFBwEBBGowaDAl
BggrBgEFBQcwAYYYaHR0cDovL29jc3AuZ29kYWRkeS5jb20vMEAGCCsGAQUFBzAC
hjRodHRwOi8vY2VydGlmaWNhdGVzLmdvZGFkZHkuY29tL3JlcG9zaXRvcnkvZ2Rp
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DgQWBBSyG1baK+YA07uqRZWh8lFyBcqGVTCCAX0GCisGAQQB1nkCBAIEggFtBIIB
aQFnAHYA6D7Q2j71BjcUy51covIlryQPTy9ERa+zraeF3fW0GvW4AAAGCq9eHMwAA
BAMARzBFAiBlYopdLBbedcoiPavaApJYXBlxPl/qNlTb/Q2hKSuiHwIhAPZDiEnE
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glUAdgB6MoxU2LcttiDqOOBSHumEFnAyE4VNO9IrwTpXo1LrUgAAAYKr14kwAAAE
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5XR80mR+tU0aWMTltAXvPf2prtmHsrgFHXNfEQO1nDqCft/3iTxYvqsPwdCxUwCx

wyMBy1dqJSXZYqCCrA8=

-----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:

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.

○ Automatically create new users if they don't exist in Alchemer.

Login Link

https://app.alchemer.com/login/initiatelogin/idp/

Cancel   Save

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.

1. 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:
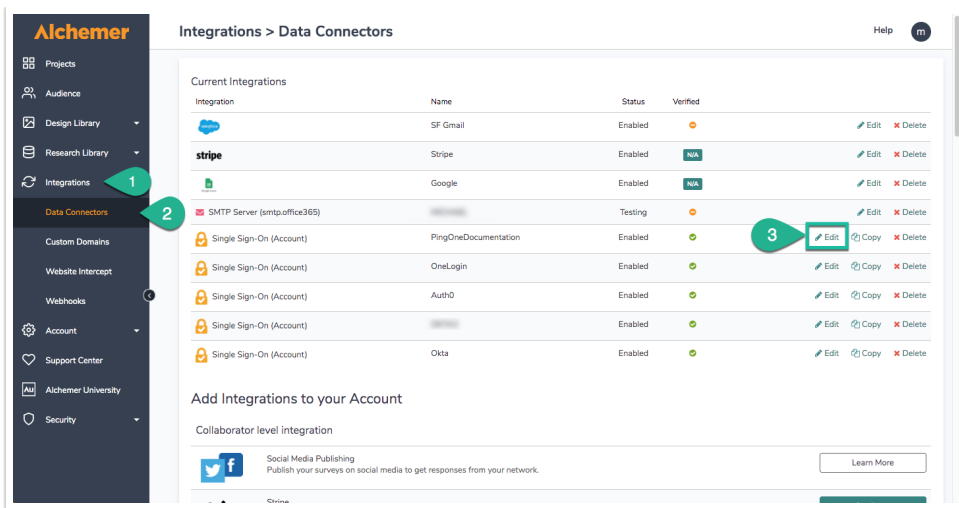
2. In the right hand popup menu that displays once **edit** is selected, Scroll down to the **Login Domain Dropdown,** and choose app.alchemer.com, app.alchemer-ca.com, or app.alchemer.eu depending on the data center of the account:
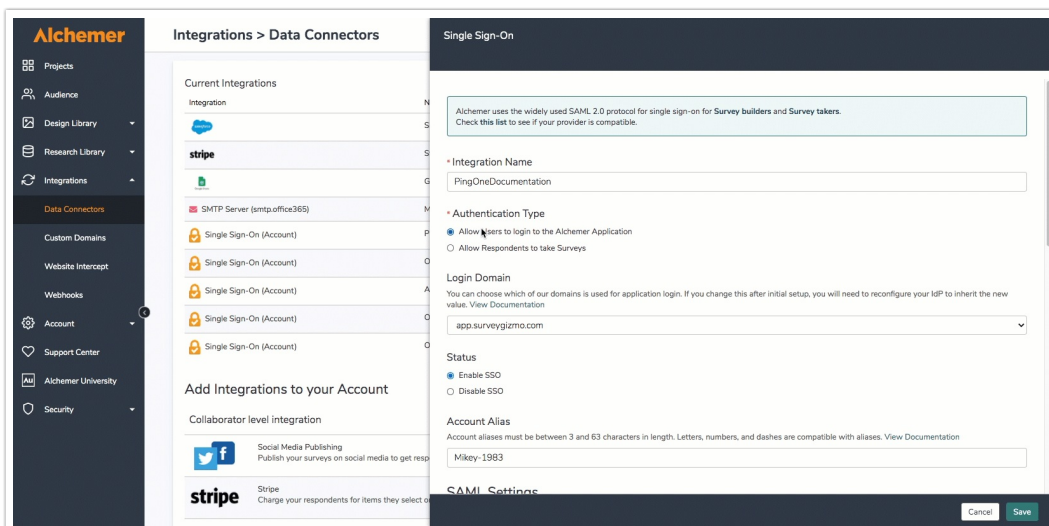
3. Scroll down further in the right hand popup window to **Upload SSL/Signing Certificate section**, and select **Save and Get Metadata:**

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.

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