
Single Sign-On (SSO)

One seamless experience across the community.

Overview of Single Sign-On (SSO)

The Unite Us Platform is available through Single Sign-On (SSO), allowing users to easily open the Unite Us web application after signing into their identity management system of record. By implementing SSO, users have access to send and/or receive secure, electronic social service referrals on the Unite Us Platform without having to manage multiple sets of system credentials.

If the user is configured with **Security Assertion Markup Language (SAML) SSO**, then the customer controls and manages their credentials and secure access to the platform.

- There are multiple options for the Unite Us SAML integration:
 - **Stand-alone SAML SSO integration:** Easily and securely provide users access to the Unite Us web app.
 - **SAML SSO integration in conjunction with a Unite Us SMART on FHIR integration:** Easily and securely provide users with access to the Unite Us EHR app for sending client referrals, and with the Unite Us web app to receive referrals and download in-app data exports.

Benefits of SSO

- Integrate your Unite Us workflow seamlessly into your existing workflow.
- No need to remember multiple sets of login credentials—you can easily log in to the Unite Us Platform, and your systems administrator is able to manage user credentials and security in one place.
- Unite Us provides operational guidance and access to a strong community network, which can be easily accessed through a seamless login experience.



“There's nothing like numbers. The public health data that we all depend on is always a little bit behind. Unite Us is so timely. We can see the last 30 days, look at the referrals. That timeliness adds another layer to being able to tell the story that has been missing from this conversation.”

– Nazleen Bharmal, Associate Chief, Community Health & Partnerships, Cleveland Clinic



Tip: Not sure what identity management system your organization uses (e.g. AzureAD, OKTA, Cognito, etc.)? Ask your systems administrator!

If you don't have an identity management system provider, you can still access the Unite Us Platform with a Unite Us username and password. Reach out to your customer success manager for more information on getting started.

Implementation Overview

Integration Considerations and Requirements

- Requirements for implementation: must have an existing identity management system that supports SAML 2.0
- Types of SAML SSO supported:
 - Identity provider initiated (IdP) SSO
 - Service provider initiated (SP) SSO

Timeline

We typically spend one to two weeks on discovery and team alignment, followed by eight weeks on average of joint implementation. The exact timing depends on factors such as the number of users and the speed of decision making.

Recommended Personnel

Project manager	Coordinates the project team and operational meetings
Operational champions or governance committee	Contributes decision making, workflow expertise, and continuous improvement goals
Systems administrator, identity management lead or domain management lead	<ul style="list-style-type: none">● Understands technical requirements for implementing SAML SSO● Builds the connection between customer identity management system and Unite Us, or engages third-party identity management or domain management vendor if needed● Adds Unite Us URLs to allow listing

Here to Answer Your Questions

- **How do users launch the Unite Us Platform via SSO?**
 - How users launch the Unite Us Platform via SSO depends on:
 - If it's a service provider initiated SSO, users will go to the Unite Us web app URL and be redirected to enter their existing credentials.
 - If it's an identity management provider system, users will go to the identity management provider's system first, and then log in to Unite Us through that system.
- **Is patient data included in a Unite Us SSO integration?**
 - No. SAML SSO authenticates users, but does not include pulling over patient data into Unite Us.
- **How do I get in touch with an existing customer with a live integration?**
 - Reach out to your customer success manager to connect you with another organization.



Interested in learning more? Connect with us at www.UniteUs.com/demo