

Single Sign-on Frequently Asked Questions

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Q1. What is Single Sign-on?

A. Single Sign-on (SSO) is a form of Identity and Access Management whereby a user logs-in to connected systems using a single username and password or without being prompted for different usernames and passwords. [OneLogin](#) provides a web-based portal for Portage College's SSO solution where College users logon to access College applications such as Office 365 (Web Mail, SharePoint, OneDrive, etc.) Moodle, Lynda.com, etc.

Q2. How does SSO work?

A. SSO works by connecting all usernames and passwords in the directory that provides authentication to College users when they logon to network workstations, to the SSO portal and configured applications such as Moodle, Office 365 and Lynda.com. College users will use their network login password to login to the above mentioned systems.

Q3. How do I access the SSO portal?

A. You may access the SSO portal from your browsers home: <http://start.portagecollege.ad>

OR:

Click the link on the Faculty/staff page of the College website at:

<http://www.portagecollege.ca/Login.htm>

Enter your computer logon username OR email address into the username field

Enter your computer logon password into the password field

Note: *The first time you logon to this portal, you will be prompted to answer 2 security questions of your choice. These will be used to enable you to reset your own password via this portal. It is important to choose questions that you will not forget the answers to and that no other person will be able to answer.*

****After you've completed answering your security questions, click the Portage College logo to get to the Apps page.**

Q4. Where can I find help on how to use the SSO portal?

A. You can find help by clicking the LOGIN HELP button on the SSO portal login page as shown below. For additional help, click the Frequently Asked Question link in the Login help pop-up.

 * *

[LOGIN HELP](#) | [FORGOT PASSWORD](#) | [HELP](#)

Q5. How do I reset my password if I forget it?

A. Follow the steps below to reset your password.

1. Go to the SSO portal by using one of the methods mentioned in Q3.
2. Click the "Forgot Password" link on the logon screen as shown below.
3. Enter your email address if prompted.
4. Answer both security questions with answers you provided when you first logged in.
5. Enter your new password into the Password field
6. Enter your new password again into the Password Confirmation field and click submit.
7. Your password has now been changed and you will be logged-on to the SSO portal.

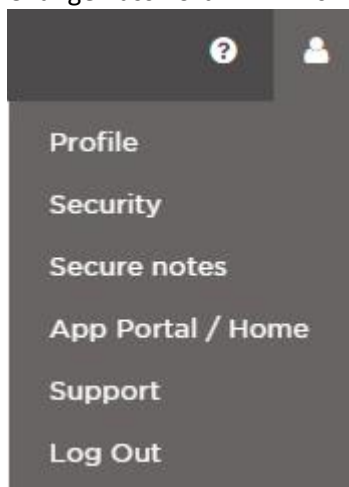
NOTE: When you change your password via the SSO portal, the same password has also been changed for your computer logon and Office 365.

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[LOGIN HELP](#) | [FORGOT PASSWORD](#) | [HELP](#)

Q6. How do I change my password in the SSO portal?

A. Login to the SSO portal and click on Profile in the person drop down as shown below. Click the Change Password link. This will update your computer logon password.



Q7. What if I change my password directly in Office 365?

A. You will then need to use this new password to logon to your College workstation, Office 365 and the College SSO portal.

Q8. When my password is reset or I've changed it, do I need to update the applications that I've logged on to with my new password?

- A. Yes. Every application where you logged in and selected “remember my password” must be updated with the new password. This includes all Office applications, Outlook, Skype for Business, OneDrive for Business and all mobile apps (iPhone, iPad, android, etc)

Q9. Can I login to applications by going directly to the site URL? For example, Moodle, Office 365, Lynda.com, etc.

- A. Yes. Although it is preferable to login to the SSO portal to gain access to applications and not be prompted to login, you may login to applications if you go directly to the sites.

Moodle: username = firstname.lastname (staff) OR Student ID (Students)

Office 365: Username = email address

Lynda.com: Username = email address

Use the same password that you use to login to College Workstations.

Q10. Why is my browser prompting me to download the OneLogin extension?

- A. Applications that are not Single Sign-on compliant require an authentication method referred to as Form-based authentication, which means that these apps will prompt you to enter your username and password that you normally use to access them. The SSO portal will securely save your credentials and will input these credentials every time you access the application in the future. The browser extension is required to facilitate this process.

Q11. How do I download the browser extensions?

- A. [Click HERE](#) to download and install the appropriate extension for your browsers: Internet Explorer, Firefox, Safari and Chrome. You will need to do this for every personal computer that you use to access apps on the SSO portal.

NOTE: Internet Explorer, Chrome and Firefox extensions have been pre-installed on all College workstations.

Q12. How do add my own Apps (Facebook, Hotmail, Twitter, etc.)?

- A. Follow the steps listed below.
- Click the New App button on the App Home page



- Search for the app by clicking a category or by entering the name into the search box

Find Applications



Facebook
Facebook

Form-based auth , browser extension


- Click the App to select it then click the Save button – the app will appear in the Personal Apps section of your App Home page.

Configuration

Display Name

Visible in portal

Rectangular Icon



Upload an icon with an aspect-ratio of 2.6:1 as either a transparent .PNG or .SVG

Square Icon



Upload a square icon at least 512x512px as either a transparent .PNG or .SVG

- Click the App you've just added. The following page is displayed

Please enter your login information for Facebook, and click Save to continue.

Application Name

Name

 *

This name is displayed on your dashboard

Email

 *

Password

 *

[Generate password](#)

[Toggle visibility](#)

- Enter your Facebook account email address and password and click the SAVE button to return to the App Home page.
- Click the App you've just added. This will take you to the app's login page and log you in automatically.

Q13. What if I change the password for one of my Apps, how do I update it in the SSO portal?

- A. Click the Edit button from the App Home page, then click the App that you want to update



Enter the new password and click save.

Q14. If an App is not on the list of Apps to add, can I request it?

- A. Yes, follow the steps listed below.
- Click the **New App** button on the App Home page



- Click the **Suggest an App** Button



- Enter the application name and URL as shown in the example below:

Suggest An Application

Application Name	<input type="text" value="My Application"/>
Application URL	<input type="text" value="http://addmyapp.com"/>

- Click the **Suggest** button to submit your request to the developers at OneLogin.
NOTE: Portage College IT has no control over which apps may be added or when.

Q15. Why am I prompted to answer security question when I logon to the SSO portal from a computer outside the College network?

- A. The SSO portal has been configured with added security to protect your account from unauthorized access. It has also been configured to bypass the security questions when you are logged-in to a network connected device, wired or wireless.

Note: Optionally, you may use the OneLogin OTP app on your mobile device in place of the security questions. See Q16 below.

Q16. What is the OTP app and how do I download and configure it.

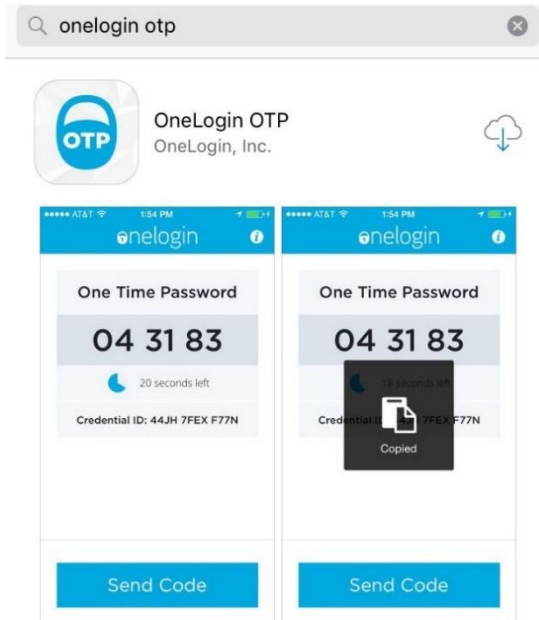
- A. The One-time password (OTP) app can be used in place of security question. Once configured in the College SSO portal, you will no longer be prompted to answer security question when logging in to the SSO portal from a device not connected to the college network.




Figure 1

Follow the steps below to download and configure the OTP App.

1. Search for the OneLogin OTP app and download it to your device.



2. Open the App (no login required)
3. Login to the College SSO portal – <http://portagecollege.onelogin.com>
4. Click the  icon in the upper right-hand corner of the portal and select Security.
5. Click the + sign to the right of Authenticated devices

6. In the Credential ID field (figure 2 below) enter the OTP ID from the app on your device **(Without Spaces)**

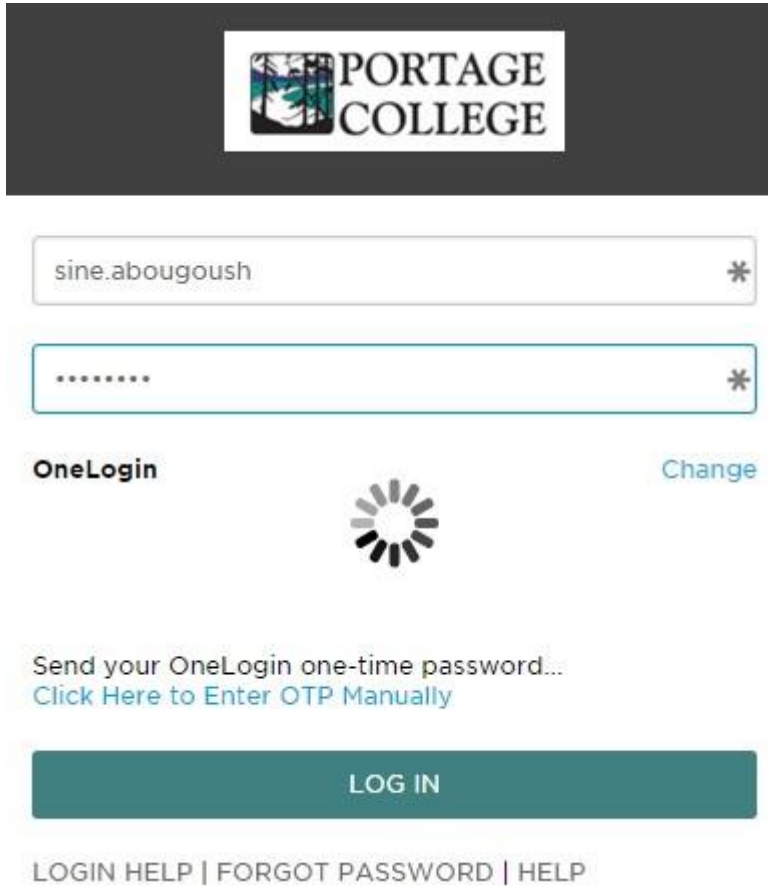
Register One Time Password (OTP) Device

Choose Vendor	<input type="text" value="OneLogin"/>
Credential ID	<input type="text"/>
	Enter two consecutive OTPs to register your device
OTP 1	<input type="text"/>
OTP 2	<input type="text"/>

Figure 2

7. In the OTP1 field, enter the OTP code displayed in the OTP app **(Without Spaces)**
8. Wait for the timer to expire and reveal a new OTP code. Enter it into the OTP2 field **(Without Spaces)**
9. Click the Continue button to complete the configuration.

10. The next time you login to the SSO portal from outside of the College network, you will be presented with the following screen in place of your security questions:



PORTAGE COLLEGE

sine.abougoush *

..... *

OneLogin [Change](#)

Send your OneLogin one-time password...
[Click Here to Enter OTP Manually](#)

LOG IN

LOGIN HELP | FORGOT PASSWORD | HELP

11. Simply open the OTP app on your device and tap the Send OPT button. The app will send the OTP code to the SSO portal and log you in.

NOTE: If you do not have access to your device, you may click the Change link and from the OneLogin drop-down, select security questions. Answer your security questions to login.

Q17. What do I do if my password expires?

- A. If your password expires you will be prompted to change it from your computer or the SSO portal.