



Feature Summary: Administrative Single Sign-On

Module: Cross Platform

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IMPORTANT NOTE: THIS DOCUMENT INTENDS TO PROVIDE A COMPLETE AND ACCURATE REPRESENTATION OF WHAT CONVIO FULLY EXPECTS TO DELIVER IN FALL 2010 (AS OF SEVERAL WEEKS PRIOR TO LAUNCH) BASED ON COMPLETED SOFTWARE DEVELOPMENT. THIS DOCUMENT AIMS TO SERVE AS THE BASIS FOR PLANNING AND PREPARATION WELL IN ADVANCE OF ACCESS TO THE NEW FEATURES. GIVEN THIS DOCUMENT WAS DRAFTED PRIOR TO COMPLETED QUALITY ASSURANCE, ALL FEATURES, CAPABILITIES, SCREENSHOTS, ANSWERS, CLIENT IMPACTS, SITE DATA, PARAMETERS, AND LIMITATIONS LISTED HEREIN, WHILE REASONABLY CERTAIN FOR INCLUSION IN THE RELEASE, ARE SUBJECT TO CHANGE AT ANY POINT UP UNTIL ROLLOUT ON YOUR CONVIO SITE.

New Concepts or Terms

Single Sign On – The sharing of one set of sign-on credentials (user name and password) among two or more systems.

Overview

This feature enhancement provides a transparent sharing of credentials between Convio Online Marketing (COM) and Convio Common Ground (CG) so that clients who use both systems can log in only once and access the functionality in both. Increasingly, in future releases, functional elements in COM will use the administrative user interface elements of CG and vice versa. With administrative single sign-on, clients can use functionality in both systems without repeatedly having to sign in to both.

Key Features & Benefits

Features

- Seamless sharing of administrator login credentials between COM and CG

Benefits

- Client administrators will not be required to repeatedly provide their login credentials when using administrative user interface elements in both systems – logging in once will be global

Feature Configuration

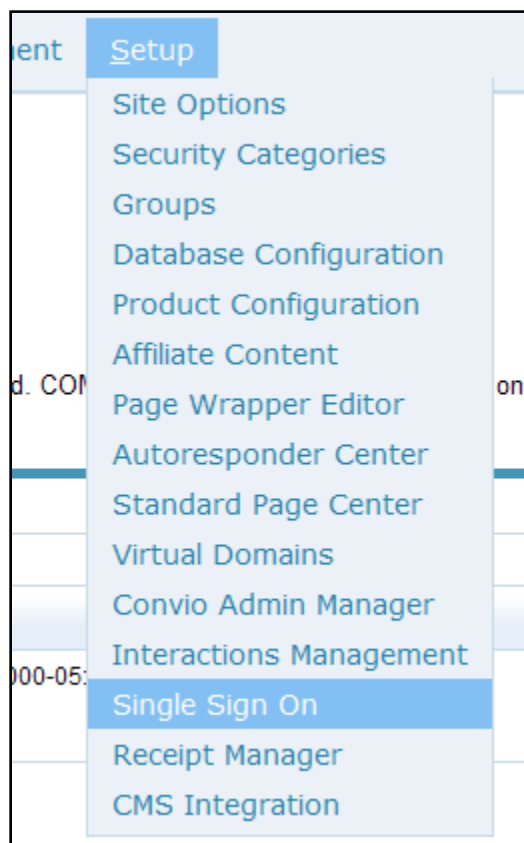
This feature enhancement will be delivered disabled. Once configured by Convio Services (you must contact Convio Services to request them to enable it), Single Sign On will permit the administrator to log into Common Ground only once. Thereafter, you will be able to move seamlessly between Convio COM and CG at the click of a button. The screen capture below illustrates the button, in the upper right hand corner of the Convio administrator home page, for navigating to Common Ground seamlessly.



You will only see the above button for Common Ground after configuring Single Sign On.

Configuring Single Sign On

1. Click on Setup and, in the dropdown menu, click Single Sign On. The Single Sign On page displays.



2. Click the Download Certificate button and save the Convio sso file on your computer.
3. Sign onto Common Ground.
4. Click Setup and Security Controls (on Common Ground). Then click Single Sign-On settings.
5. Click New the first time you are configuring Single Sign On; click Edit if you are returning to update settings.
6. Click on the Browse button and upload the Convio sso file.

7. After you upload that file, click Save and return to the previous screen. Click the Download Metadata on that screen and save the Common Ground/Sales Force sso file.

8. Return to Convio COM's Single Sign On page. Click the Upload Service Provider Metadata XML button. The Upload Service Provider Metadata XML page displays.
9. Click the Browse button to locate the CG/Sales Force sso file. Then click the Import SAML Metadata File button to import that certificate into Convio COM.

*** 1. Upload Service Provider Metadata XML**

Use the browse button to locate the SAML Metadata XML file that you downloaded from your service provider. For Common Ground, this file is obtained from the 'Administration Setup / Single Sign On Settings' area. Note that this file will replace an existing configuration if one exists for the given service provider.

Click here to import

[Cancel](#)

After you complete this process as described for Common Ground, you will have only to sign on once, to your Convio COM or to your Common Ground account during a work session.