Knowledge Base Article

Users & Security – Changing an SSO User's Name

Question:

How can I change a username if the User has SSO enabled?

Answer:

With the implementation of Single Sign On (SSO), the username field in Siterra is now also used for SSO authentication. A change to the username of a SSO user will prevent them from accessing Siterra.

However, there are times when the username of an SSO user does need to be changed. To trigger the SSO to update you will need to disable SSO, rename, and then reselect SSO for the new username. Only Administrators in Siterra have the appropriate permissions to modify usernames.

To make these changes, begin by having the user log out of Siterra. Once they are no longer in the system, navigate to Admin (1) and the select User (2).
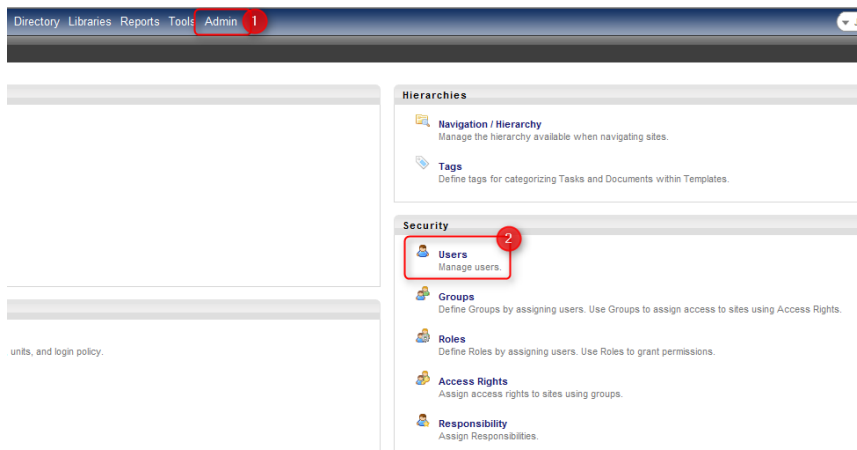
Next, locate the user, select the menu icon (3) and click "Edit" (4) to modify the user record.
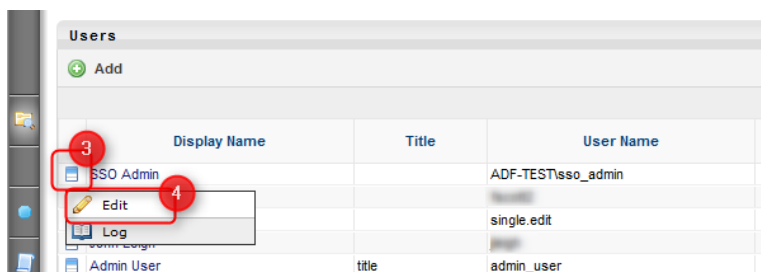
In the window, uncheck "Is SSO User" (5), and then assign a password for the user (6). It won't be used, so it doesn't matter what it is.

Then update the username to the new name. To complete this step, save and close the record.

Now to re-enable SSO, go back to the user edit screen, and check "Is SSO User" (7) and save.

The user's name has been changed and SSO is now reset.