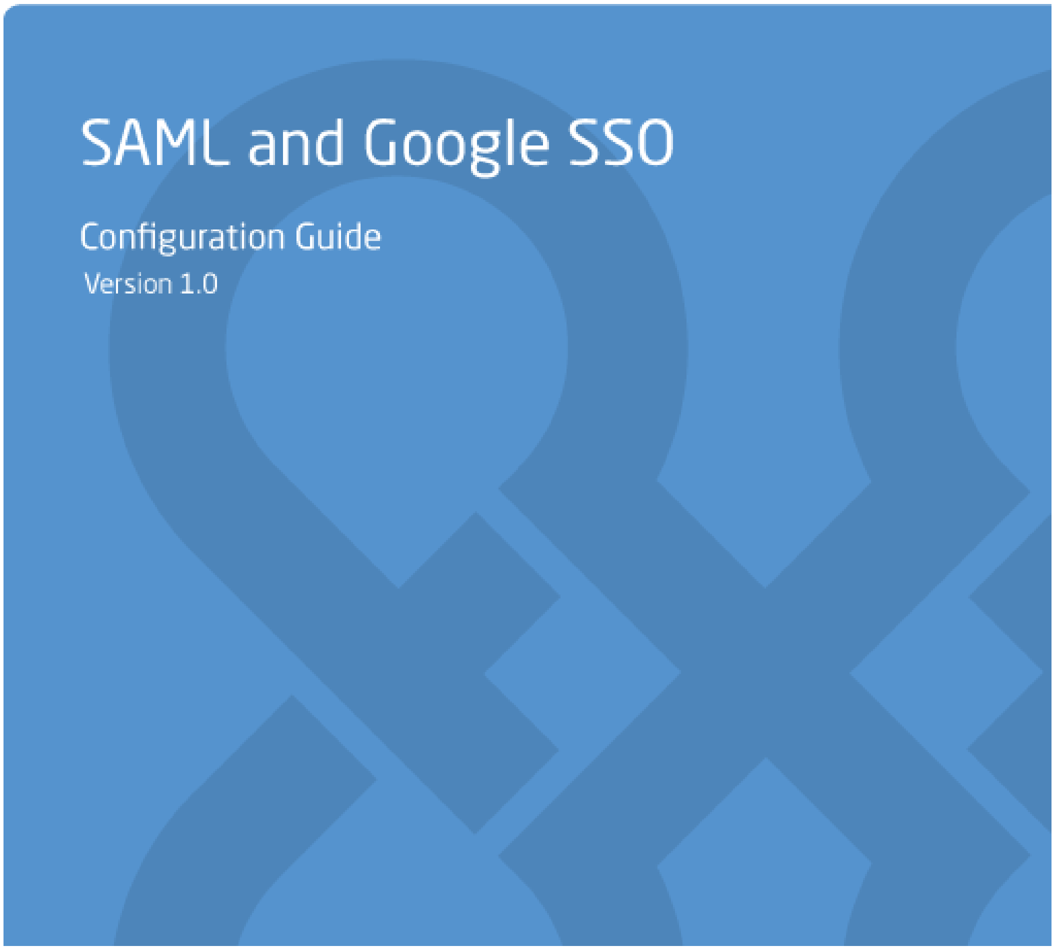
8x8, Inc.

Virtual Office



SAML and Google SSO

Configuration Guide

Version 1.0

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SAML and Google Federated Single Sign-On

Customers with Identity Management Systems like Okta, OneLogin, Ping Identity, and Microsoft ADFS require their employees to be able to authenticate to 8x8 apps using their company user name instead of an 8x8 user name and password. In this release, we support SAML 2.0 & Google OAuth Federated Single Sign-On (SSO) for the following 8x8 applications that use the shared 8x8 login web page.

- Virtual Office Online
- Virtual Office Desktop
- Virtual Office Mobile
- Virtual Contact Center
- Account Manager
- Switchboard Pro
- Virtual Office Analytics

With support for federated SSO, users can log in to 8x8 applications through their company's identity management system.

Identity Mapping

Ideally, the system maps each company user to an 8x8 user via the 8x8 user name. If your company's 8x8 user names are not unique email addresses, you have to populate either of these new 8x8 user attributes via Account Manager:

- Federation ID - for SAML SSO
- Google ID - for Google SSO

Configuring Federated Single Sign-On

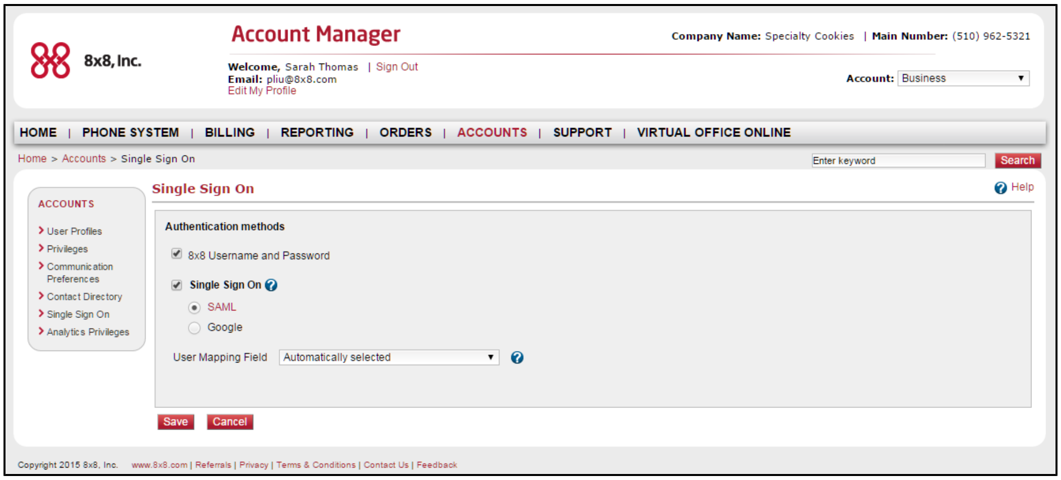
Configuring access to 8x8 applications via federated SSO requires:

1. **Setting up SAML in the company's Identity Management System**—is not within the confines of this document since the process varies with the Identity Management System adopted by your company and is typically managed by its administrator.
   - **For Okta**: Search for "8x8 Inc" in the Okta Application catalog and add it. Follow the SAML 2.0 setup instructions provided.
   - **For OneLogin**: Search for "8x8" in the OneLogin Application catalog. Under Configuration->Connectors, select "Connector Version: SAML 2.0".

2. **Setting up Single Sign-On in Account Manager**—is set up by the Virtual Office administrator. The admin must set up Single Sign-On and specify the Identity Provider used by the company.
3. **Defining Federated ID or Google ID in User Profiles**—is an optional step. If the 8x8 user name is not a unique email address, then you must add Federation ID (for SAML) or Google ID (for Google) in the user profiles.

Setting up Single Sign-On

1. Log in to Account Manager.
2. Navigate to **Accounts** tab.
3. Select **Single Sign-On** option from the navigation menu.


8x8, Inc.
Account Manager
HOME | PHONE SYSTEM | BILLING | REPORTING | ORDERS | ACCOUNTS | SUPPORT | VIRTUAL OFFICE ONLINE
Home > Accounts > Single Sign On
Enter keyword
Search
ACCOUNTS
User Profiles
Privileges
Communication Preferences
Contact Directory
Single Sign On
Analytics Privileges
Help
Save
Cancel
Copyright 2015 8x8, Inc.
www.8x8.com | Referrals | Privacy | Terms & Conditions | Contact Us | Feedback

Company Name: Specialty Cookies | **Main Number:** (510) 962-5321

Welcome, Sarah Thomas | Sign Out
Email: pliu@8x8.com
Edit My Profile

Account: Business

Single Sign On

Authentication methods

☑ 8x8 Username and Password

☑ **Single Sign On**

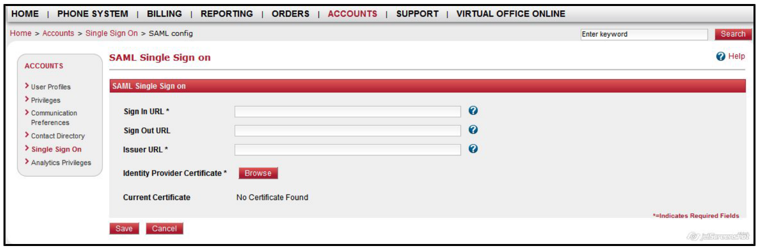
● SAML

○ Google

User Mapping Field: Automatically selected

4. Select an Identity Provider from the following choices:
   - **8x8 Username and Password**: Allows users to log in to 8x8 applications using the 8x8 username and password. If this is unchecked, only the primary administrator can log in using their 8x8 username and password. All other users will have to use Google or SAML SSO.
   - **SAML**:Allows users to log in to 8x8 applications by signing via SAML Identity Provider.
   - **Google**: Allows users to use the Google ID to to log in to 8x8 applications.
5. Select the **User Mapping Field** that maps each user from your SAML Identity Provider or Google directory to 8x8. The system begins by matching via 8x8 Username.If that fails, 8x8 looks up and matches via Federation ID (for SAML) or Google ID for (Google SSO).
   - **8x8 Username**: The system maps via 8x8 Username.
   - **Federation ID**: For SAML, 8x8 maps via Federation ID.
   - **Google ID**: For Google Oauth, 8x8 maps via Google ID.
6. Save these settings.
7. If you selected SAML,you should specify the following:

- **Sign in URL**: User authentication URL provided by Identity Provider (IDP).
- **Sign-Out URL**:User sign out URL provided by IDP to end the IDP session. The 8x8 app will call this URL after you log out of the 8x8 app. if your IDP can redirect to another URL after it ends the IDP session, you should append the variable string "{8x8Logout}" which will insert the 8x8 Login URL so the user can later re-login.
  For Okta, the Sign Out URL should be: https://YOUR_ COMPANY.okta.com/login/signout?fromURI={8x8Logout}
- **Issuer URL**: IDP identifier.
- **Identity Provider Certificate**: Your Identity Management System should provide an X.509 certificate file to download. Browse to locate the certificate file and upload here.


HOME | PHONE SYSTEM | BILLING | REPORTING | ORDERS | ACCOUNTS | SUPPORT | VIRTUAL OFFICE ONLINE
Home > Accounts > Single Sign On > SAML config
Enter keyword
Search
ACCOUNTS
User Profiles
Privileges
Communication Preferences
Contact Directory
Single Sign On
Analytics Privileges
Help
Browse
Save
Cancel

SAML Single Sign on

SAML Single Sign on

Sign In URL *

Sign Out URL

Issuer URL *

Identity Provider Certificate *

Current Certificate No Certificate Found

*=Indicates Required Fields

  The certificate file is validated and notifies you of any errors.

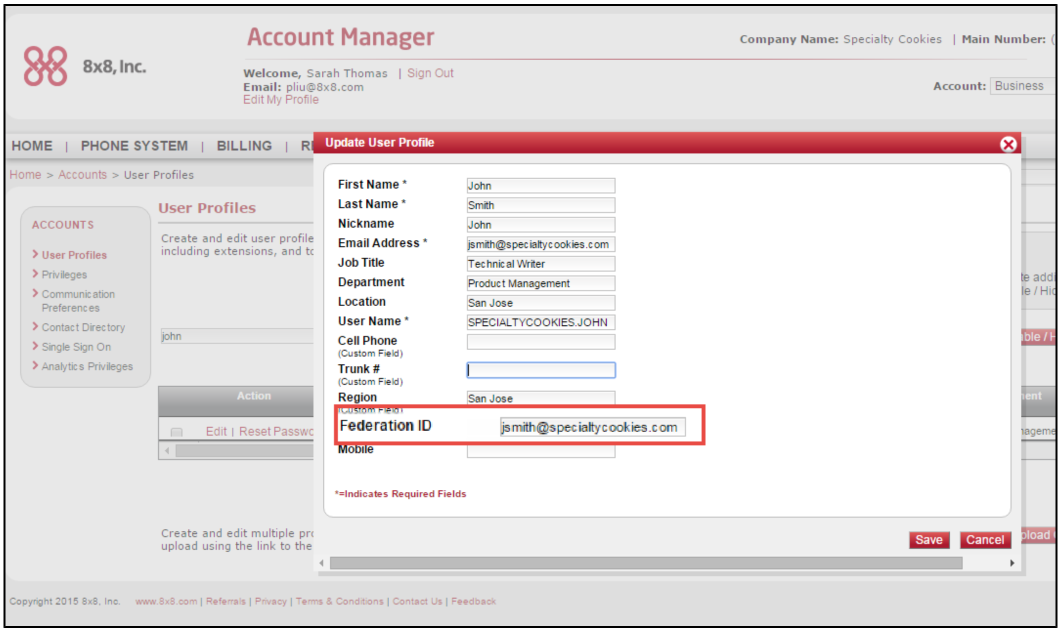
8. Save the settings. This completes the configuration of SAML/Google federated SSO.

Defining Federated ID or Google ID

If your company does not use unique email addresses for 8x8 username, you must map Virtual Office user with the Identity Provider using Federated ID or Google ID in 8x8 Account Manager. Navigate to user profiles and populate the required mapping field in the user profile.

1. Navigate to **Accounts**.
2. Select to view **User Profiles**.
3. Based on the choice of identity provider, the corresponding mapping field shows.
   - For SAML, Federated ID is added.
   - For Google, Google ID is added.

4. From the list, edit the desired user profile to add the mapping field data.
   - For SAML, populate Federated ID.
   - For Google, populate Google ID.


Account Manager
8x8, Inc.
Company Name: Specialty Cookies | Main Number: (
Welcome, Sarah Thomas | Sign Out
Email: pliu@8x8.com
Edit My Profile
Account: Business
HOME | PHONE SYSTEM | BILLING | R
Home > Accounts > User Profiles
ACCOUNTS
User Profiles
Privileges
Communication Preferences
Contact Directory
Single Sign On
Analytics Privileges
User Profiles
Create and edit user profile including extensions, and t
john
Action
Edit | Reset Passw
Create and edit multiple pr upload using the link to the
Copyright 2015 8x8, Inc. www.8x8.com | Referrals | Privacy | Terms & Conditions | Contact Us | Feedback

Update User Profile

First Name *	John
Last Name *	Smith
Nickname	John
Email Address *	jsmith@specialtycookies.com
Job Title	Technical Writer
Department	Product Management
Location	San Jose
User Name *	SPECIALTYCOOKIES.JOHN
Cell Phone (Custom Field)	
Trunk # (Custom Field)	
Region (Custom Field)	San Jose
Federation ID	jsmith@specialtycookies.com
Mobile	

*=Indicates Required Fields

Save Cancel

5. For batch uploading, download the csv template, add the desired information, and upload the updated CSV file.

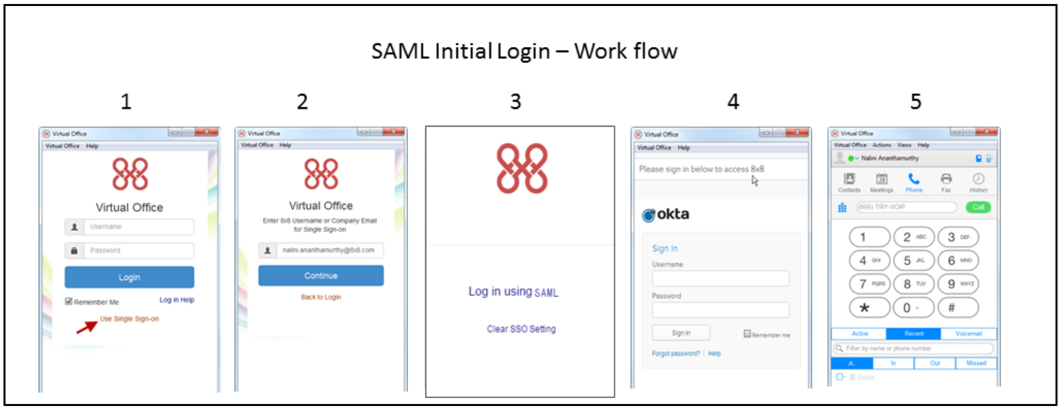
For details on mapping 8x8 user accounts to Okta, click here.

Signing in Using Federated SSO

The sign in process for 8x8 applications is similar whether it is authenticated via SAML or Google. The initial sign in process navigates users through the Virtual Office login page. Navigate to the 8x8 SSO login page or launch Virtual Office Desktop.

1. Click the **Single Sign-On** link in the log in page.
2. At the prompt, enter 8x8 user name or company email (Federation ID or Google ID) for validation. You will continue to the custom logon page of your company.
3. Log in using 8x8 username and password or **log in using SAML**. You will navigate to Identity provider's login page. For example, Okta or Google.
4. Enter the username and password of the Identity provider.
5. It launches the 8x8 application panel. If you followed these steps in Virtual Office Desktop, it launches Virtual Office Desktop.

The following diagram shows the sign-in process using 8x8 credentials for SAML.



SAML Initial Login – Work flow

2. Enter 8x8 Username or Company Email for Single Sign-on

nalini.ananthamurthy@8x8.com

4. Please sign in below to access 8x8

Note: For consecutive SSO log in sessions, you are routed from the custom login page (Step 3).

Mapping 8x8 User Accounts to Okta

For Single Sign On, 8x8 needs to match 8x8 user accounts to Okta user accounts.

8x8 users with matching Okta user names

If all your 8x8 users have 8x8 user names (i.e. jdoe@anycompany.com) that match (not case sensitive) their Okta user names:

- No additional 8x8 user configuration is required for Single Sign On.
- 8x8 will use the 8x8 Username field to map each 8x8 user account to the Okta user account.

8x8 users without matching Okta user names

If you have any 8x8 users with 8x8 Usernames (i.e. PBX_NAME.EXT#) that do not match their Okta Usernames, you will need to populate the 8x8 Federation ID field for each of these users:

1. Log in to 8x8 Account Manager.
2. Navigate to **Accounts > User Profiles > Edit user profile**.
3. To update individual user profiles:
   a. Select a user profile and click **Edit**.
   b. Populate the **Federation ID** field with the Okta Username.
4. To update user profiles in batch:

   a. Click **Download CSV Template**.
   b. Open the downloaded Profiles_***.csv file in Microsoft Excel or any spreadsheet app.
   c. Populate the Federation ID field for each user with the Okta Username and save the file.
   d. From 8x8 Account Manager, click **Upload CSV Template** to upload the edited Profiles_***.csv file.

5. Save all changes.

8x8 will now use the 8x8 Federation ID field to map the 8x8 user account to the Okta user account for Single Sign On.