

Puzzel Agent Application SSO towards Azure

A seamless SSO login process into Puzzel Agent Application can be achieved if your organization is using Microsoft Azure. Puzzel has established a tight integration into Microsoft Azure which allows companies to utilize the Azure authentication process to login into the Puzzel Agent Application.

Overview

This document describes the steps of configuring different properties within the admin portal to allow SSO using Azure login credentials. There are two steps as listed below to provide a coherent login process to your organization.

- Admin portal configurations
- Logging on to the Puzzel Agent Application

Admin portal configuration

You need to perform the following configurations in the Admin portal to create a seamless SSO into the Agent application:

1. List **Azure as an external authentication provider** under Users->Products->Sign in to Puzzel-> List of external authentication providers: "azure|azure"

Quick find users/user groups		Company Puzzel Demo NO	User Group Select User Group	User Select User	
		Inherit	Value	Inherit	Value
How many days a password is valid (0 = forever)	☒		0		
IP address allow list. (Format 1.1.1.1,1.0-1.1,1.255;2.2.0-2.2.3.255)	☒				
Show Access Log	☒		On ☐ Off ☐		
Show Change Log	☒		On ☐ Off ☐		
SSO: List of external authentication providers. Format: connection provider:connection provider	☒		azure azure		
SSO: Log off user from external identity Provider	☒		On ☐ Off ☐		
SSO: Reject user to sign in with Puzzel username	☒		On ☐ Off ☐		
Strong password required	☒		On ☐ Off ☐		
Two-factor authentication: Email	☒		On ☐ Off ☐		
Two-factor authentication: SMS	☒		On ☐ Off ☐		
Two-factor email from display name	☒				
Two-factor SMS from (max 11 letters)	☒		Puzzel		
Web session timeout in sec. Max 2678400 (=31 days)	☐		2678400		

2. Add the relevant Azure credentials as an external id for the users that should use SSO. This can be done on page Users - Users by uploading a file with two columns: The external Azure id and the Puzzel user_id. See details [here](#). You can also add/edit/delete an individual user's external id on the Edit user page in the Admin portal.

Logging on to the Puzzel Agent Application

The users whose Azure credentials have been registered in the admin portal as an External user ID can now SSO into Agent Application using the new URL <https://agent.puzzel.com?connection=azure>.

You will then be presented with the Microsoft sign-in window. Choose the Azure credentials saved as the external ID in admin portal to login. You will automatically be logged in into the Puzzel Agent Application without having to enter the customer ID, username, and password.