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REAL SOLUTIONS • REAL PERSON IMPACT

Single Sign-On (SSO) with ClientTrack and ClientInsight

ClientTrack's SSO capability means you can save time, money, and frustration with just one login for all networked apps. And by using SSO, you can better protect your data against security threats and breaches.

What is Single Sign-On?

Have you ever forgotten a password? Everyone has, at this point! After multiple frustrating attempts to login, you finally give in and start the password reset process—a tedious process that costs valuable time. And in the field of health and human services, every second counts.

Single sign-on (SSO) helps prevent that problem. SSO is a method of authentication where you can log in to multiple related, independent software systems with a single username and password. SSO uses an identity provider, which manages identity information and authentication to a variety of applications within a network.

Four benefits of SSO

- » **Reduce the number of logins required to do your work.**
Sign in to one app, and you're signed into all of them.
- » **Save time where it matters most.**
Don't get caught in the password reset process when a client is in urgent need.
- » **Save money and resources.**
IT help desks spend about 20%–50% of their time helping with credentials.
- » **Bolster security.**
SSO uses an authentication token so your credentials don't need to be stored in every linked application, which lowers the chances of a security breach.

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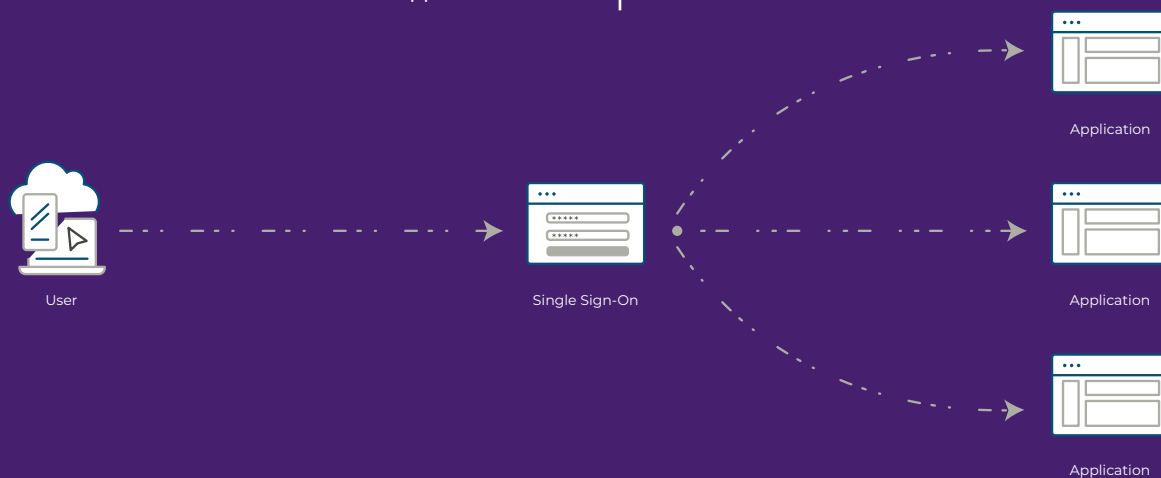
How Does Single Sign-on Work?

ClientTrack SSO relies on OAuth 2.0, the industry standard for online authorization; alternatively, our SSO also works with LDAP authentication.

OAuth 2.0 token authentication is ideal for web applications which includes OpenID Connect (OIDC). OIDC extends OAuth 2.0 to confirm end users' identity, using authentication by an authorization server, including Azure Active Directory (AD) and Open Access Management (OpenAM).

Lightweight Directory Access Protocol (LDAP) is used to communicate with your AD, which can provide internal control of users for both network resources and access to ClientTrack and linked applications.

Once enabled, the ClientTrack login page will include the sign in option specific to your identity provider. Once verified, you are automatically directed to the ClientTrack landing page. ClientTrack still controls the system-specific permissions, such as role-based workgroups, organization access, and other user permissions with the username and password that's already set up with the identity provider, and can be used for other applications your organization may use!



Make Your Work Easier and Safer with SSO



Don't just save time—save money.

The average labor cost to reset a single password is about \$70 for your IT help desk.



Keep your data safer.

When a single identity provider stores your credentials, the chances of a security breach are lower.

To learn more about how your organization can benefit from partnering with Eccovia, visit eccovia.com or call **888.449.6328** to speak with one of our experienced solution experts.

 **ClientTrack**®

 **ClientInsight**™

Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.