

QuickHelp™ Single Sign-On – Updating Metadata

If your SSO Identity Provider's metadata changes, the updated metadata will need to be imported into QuickHelp.

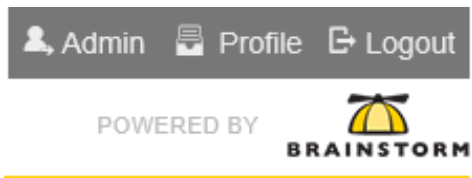
Portal configuration

Compatibility

The following steps require that you have access to the QuickHelp Admin Portal. If you don't have access, please contact your BrainStorm deployment team (Application Deployment Manager and/or your Client Success Manager).

Configuration

1. Login to the QuickHelp portal using your QuickHelp administrator account and password.
2. Click Admin next to your name in the upper right-hand corner.



3. Click Settings.



4. Click Authentication Settings.

AUTHENTICATION SETTINGS

5. Click Update Metadata in the Action Bar.



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URL Upload

6. If your metadata is accessible from the Internet, select URL and enter the URL for your metadata.

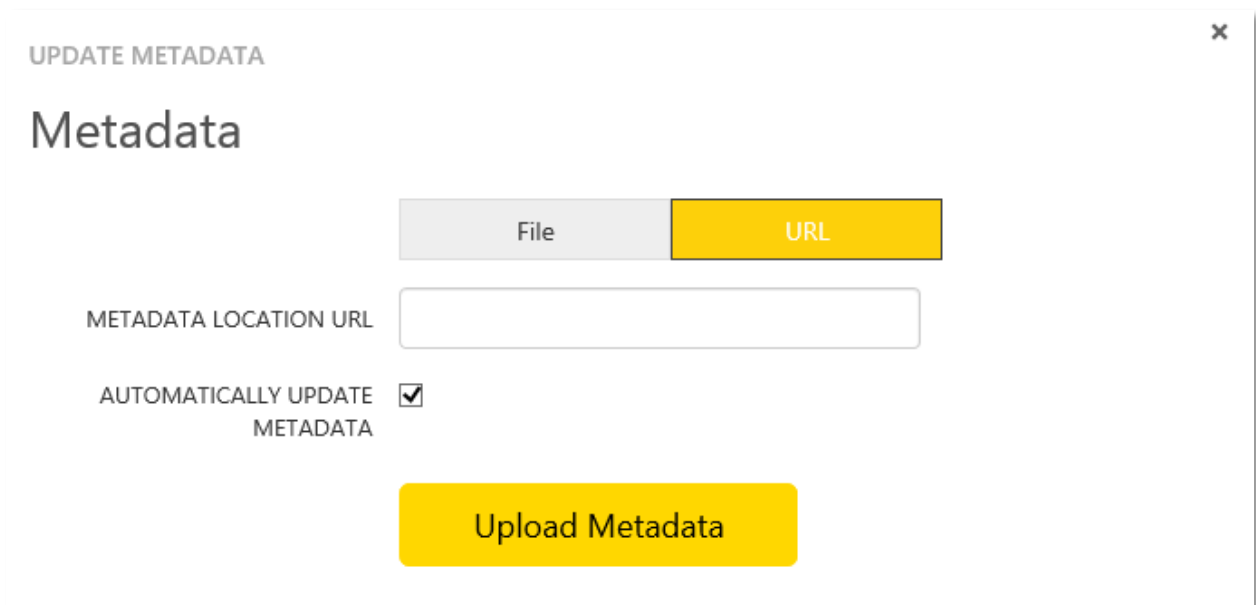
ADFS similar to: <https://adfs.contoso.com/federationmetadata/2007-06/federationmetadata.xml>

Azure AD similar to: <https://login.microsoftonline.com/<alphanumeric characters>/federationmetadata/2007-06/federationmetadata.xml>

OneLogin similar to: <https://app.onelogin.com/saml/metadata/<6-digits>>

OKTA is: [metadata.xml](#)

PingOne: PingOne downloads the file, so use the direct File Upload.



7. Moving forward, if you want the metadata to automatically update, please check *Automatically Update Metadata*.

NOTE: If this is checked, each night at 23h00, QuickHelp will run a checksum on the metadata file in QuickHelp against the metadata file on the IdP server. If the files differ, QuickHelp will automatically import the new metadata.

8. Click Upload Metadata.

You should get this confirmation:

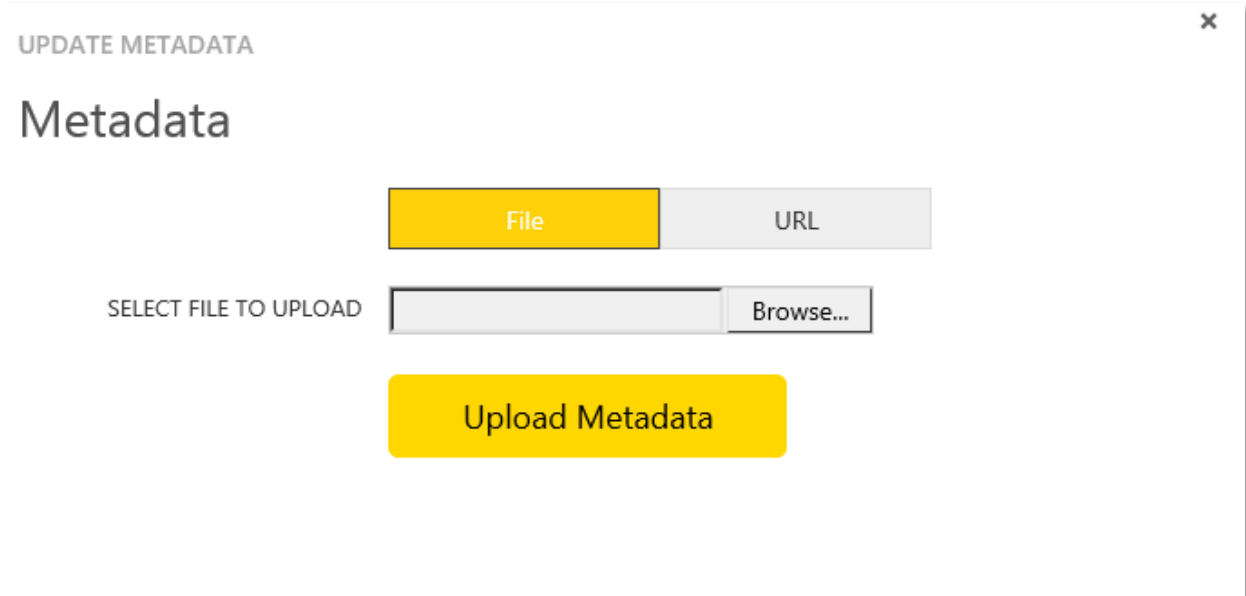
Metadata has been uploaded

Direct file upload

If the URL upload doesn't work, you can upload your metadata file directly. Open the URL metadata from a web browser (in some cases, this may require that you be inside your firewall).

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You should see a well-formed XML file. If using Internet Explorer and it does not look like a well-formed XML file, try using another browser or enable compatibility mode (don't forget to turn it back off later if you don't need it). Tap the alt key to display the menu bar if hidden, select File > Save As and save it to a familiar location. From the QuickHelp Admin Portal, Browse to the file and click Upload Metadata.



You should get this confirmation:

Metadata has been uploaded

9. Click Finish.
10. Click Save Changes.

