

# Configure Bold360 for Single Sign-On

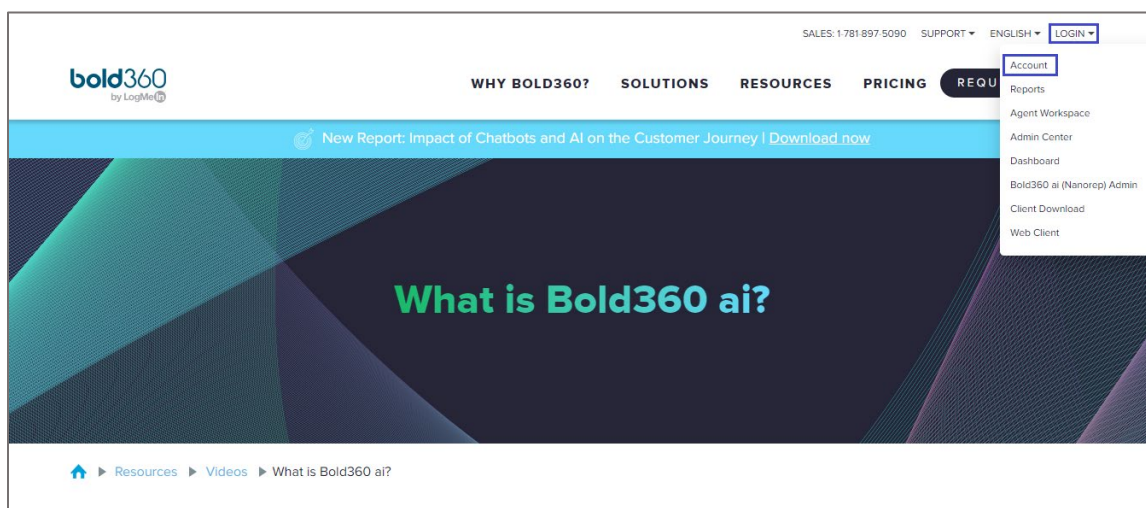
Configuring Bold360 for single sign-on (SSO) enables administrators to manage users of Citrix ADC. Users can securely log on to Bold360 by using the enterprise credentials.

## Prerequisite

Browser Requirements: Internet Explorer 11 and above

## To configure Bold360 for SSO by using SAML:

1. In a browser, type <https://www.bold360.com/> and press **Enter**.
2. In the home page, click **LOGIN** and select **Account**.



3. Type your Bold360 admin account credentials (**User Name** and **Password**) and click **Login**.

4. Click **Web Interface Login** in the top-right corner.

The screenshot shows the BoldChat account summary page. At the top left is the BoldChat logo. At the top right, there is a '24/7 Live Chat' button and a 'Web Interface Login' button. Below the logo, there is a navigation bar with 'My Account | Downloads' and 'Logged in as [username] (Logout)'. The main content area is titled 'Account Summary' and contains a 'Get Bold360 now!' button with a 'BUY' button next to it. Below this is a 'Trial Upgrades' section with a table showing the current trial details.

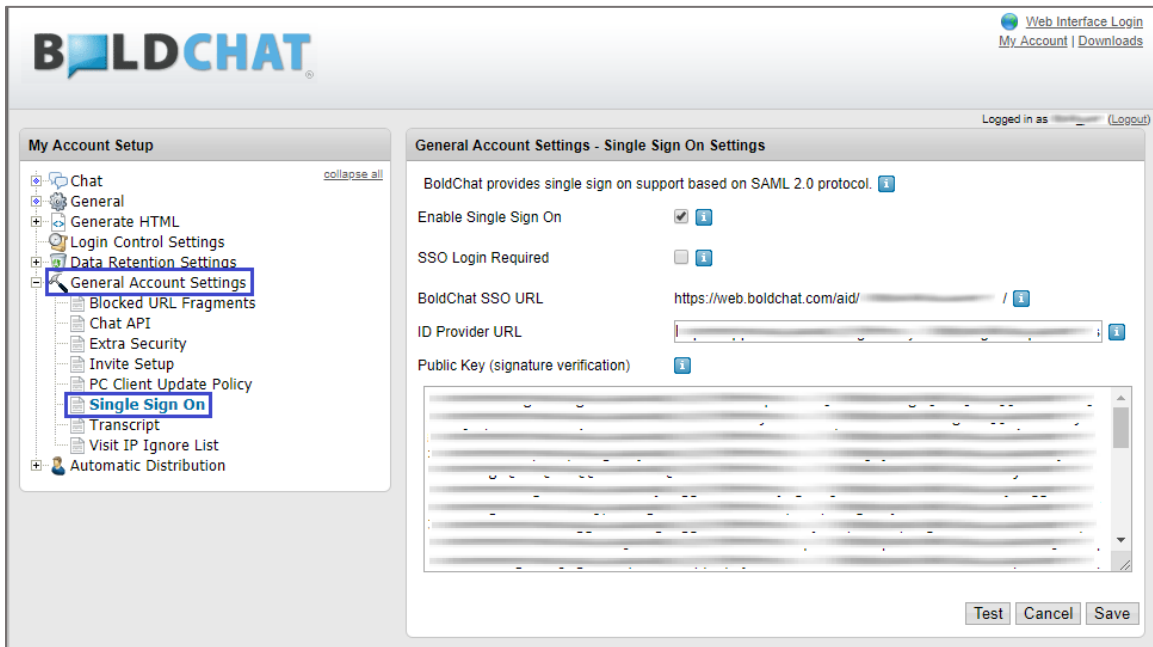
Trial Upgrades		Started: 2019-01-07	Expires: 2019-01-17
<b>Name</b>	<b>Options</b>		
Bold360	Edition: Plus , Users: 2		<a href="#">CHANGE</a>
Optional Services	SMS		Enable

5. In the dashboard page, click **Setup** and select **Account Setup**.

The screenshot shows the BoldChat dashboard page. The top navigation bar includes 'Home', 'Best Practices', 'Customer Care Tips', 'Customization', 'Expert Tips', 'Getting Started', 'Increasing Sales', 'Web Client', and 'Support'. The main content area features a 'BoldChat Open Forum: Web Reports - Recording Now Available' section with a list of bullet points. Below this is an 'ATTENTION: New Web Client Features Just Released' section. On the right side, there is a search bar, a 'FOLLOW US ON twitter' button, and a 'RECORDED WEBINARS' section with several links to watch recorded webinars. The left sidebar contains navigation options like 'Home', 'Chats', 'Visits', 'Reports', and 'Alert Setup'.

6. In the left pane, click **General Account Settings > Single Sign On**.
7. Select the **Enable Single Sign On** check box.
8. Enter the values for the following fields:

Required Information	Description
ID Provider URL	IdP logon URL
Public Key (signature verification)	Copy and paste the IdP certificate. <b>Note:</b> The IdP metadata is provided by Citrix and can be accessed from the link below. The link is displayed while configuring SSO settings for your app. <a href="https://gateway.cloud.com/idp/saml/&lt;citrixcloudcust_id&gt;/&lt;app_id&gt;/idp_metadata.xml">https://gateway.cloud.com/idp/saml/&lt;citrixcloudcust_id&gt;/&lt;app_id&gt;/idp_metadata.xml</a>



9. Click **Test** to validate the SSO connection.
10. Finally, click **Save**.