

# Internal: Creating a New Identity Provider for a Customer

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First, customers must set up their practice group and email with an Identity Provider. To provide customers with these steps, use the article, [Setting up an Identity Provider for SSO](#).

Once the customer has provided their IDP Metadata, preferred routing name, and email domain name via a support ticket (We can also derive the routing name from the practice/organization name.), the support team will escalate to R&D to create a JIRA ticket for the Platform team.

When the IDP has been created, you will be provided the below information to notify and inform the customer.

1. **entityID:** [https://app.drchrono.com/sso/saml/{routing\\_name}/metadata/](https://app.drchrono.com/sso/saml/{routing_name}/metadata/)
2. **ACS URL:** [https://app.drchrono.com/sso/saml/{routing\\_name}/acs/](https://app.drchrono.com/sso/saml/{routing_name}/acs/)
3. **Initial User/Start URL:** [https://app.drchrono.com/sso/saml/{routing\\_name}/login/](https://app.drchrono.com/sso/saml/{routing_name}/login/)

The Customer will then be able to continue to their 'User Setup' step in the [How to Request SSO for Your Account](#) document.

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