SSO New Login Workflow

We're improving our Single Sign-On (SSO) login workflow as part of our ongoing commitment to security and usability. The new login page will be similar for customers utilizing SSO today but with a few notable differences.

Web

Instead of selecting an organization, you will be asked to enter their **username** or **email address.**
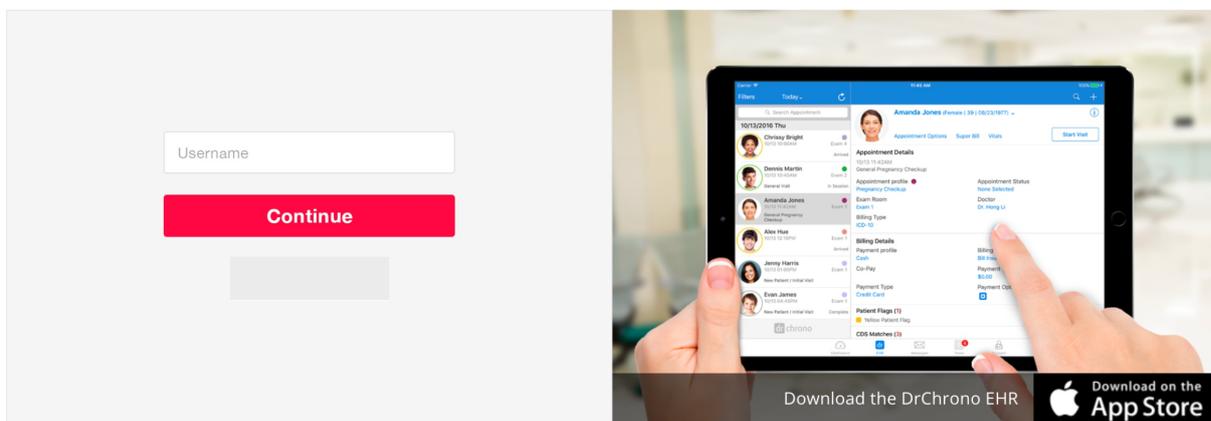

After entering the username or email address and clicking continue, you will be routed to the login with password screen below. Customers without SSO permission will log in with their username and password.

Customers with SSO permissions will select **Log In with SSO**, which is located at the bottom of the screen.

Log in to your EHR

Once you select Log in with SSO, they will be routed to the following page, where you will enter your username and password and select **Continue**.

Log in to your EHR

If you are set up with SSO, you will successfully log in to DrChrono. If you are not set up with SSO, the following error appears: "The username does not match our records. Please try again or contact your IT departments to set up SSO".

Log in to your EHR

The username or email doesn't match our records. Please try again, or contact your IT department to set up SSO.

user

Continue

Download the DrChrono EHR   **Download on the App Store**
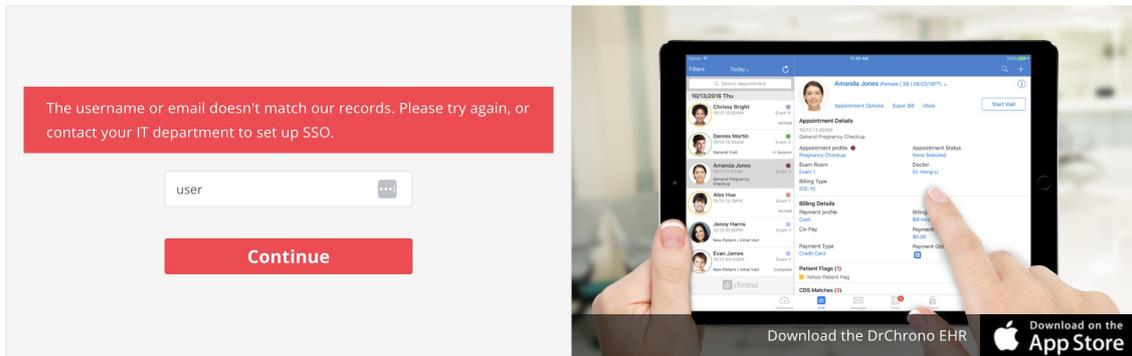
Mobile

The new SSO login workflow is also available on the mobile EHR app. As with the web, all users will see the login screen below.

Users without SSO enabled will log in with their usernames and passwords as usual. Users with SSO enabled can log in with their username and password or select **Log in with SSO(Beta)**.
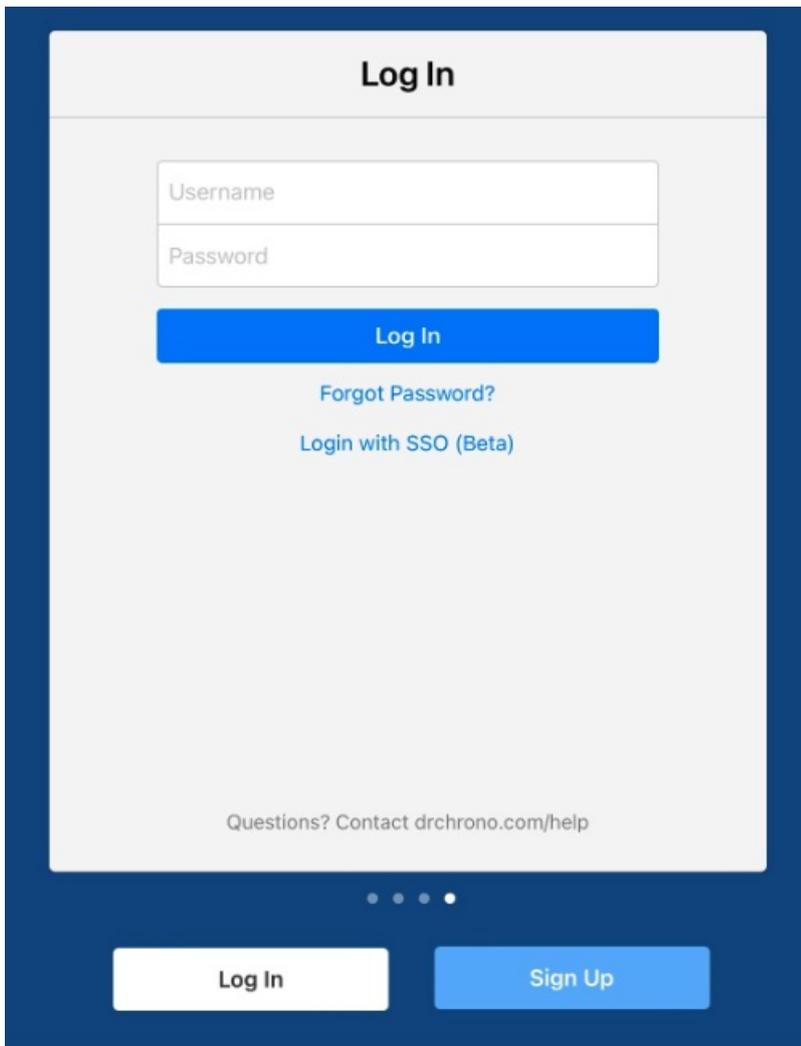
If you select Log in with SSO(Beta), you will be taken to the DrChrono webpage, where you will enter your username and password, as seen below.
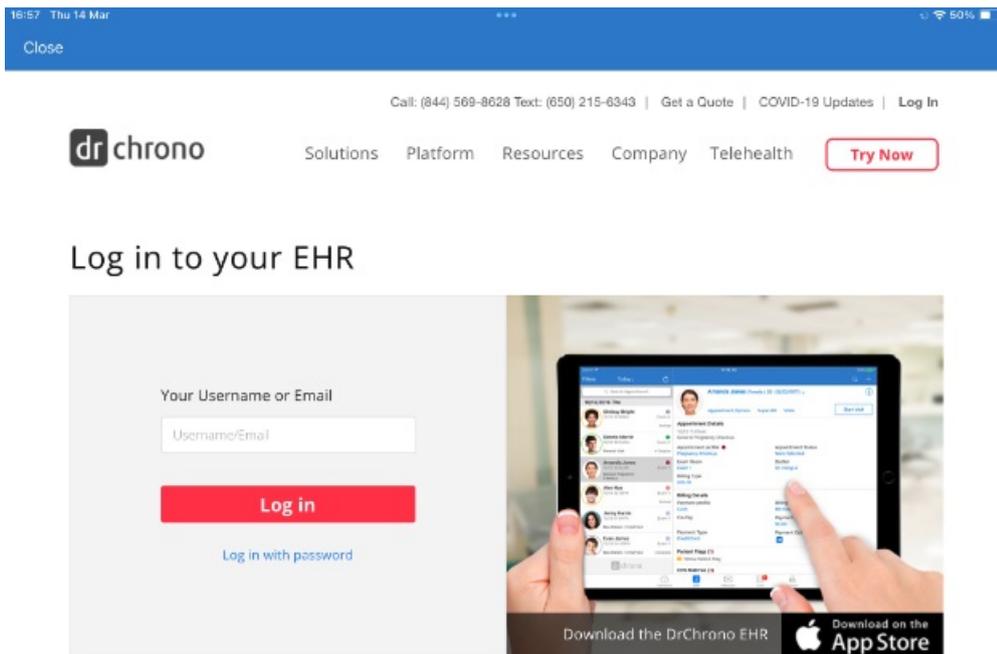
Once you click the **Log In** button, you will be prompted to sign in with your Google Account (as an example of an Identity Provider) or your Identity Provider of choice. After you enter your email and password, you can access the DrChrono app directly. You can learn more about getting set up with an Identity Provider here.