

Single Sign-On (SSO) Certificate Expiry Due to SSL Certificate Annual Update

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We make annual updates to our Secure Sockets Layer (SSL) certificate. When we update our SSL certificate, it affects the Single Sign-On (SSO) login method for customers who use the old Single Sign-On login method. This means that your staff will be unable to access the Assure Expenses system, if your organisation is affected.

How to check if you are affected by the update

The SSL certificate is normally used as part of the Single Sign-On (SSL) to encrypt the SAML request you are sending to us. To check whether you are affected by the update and whether you need to take action, check if you have the 'Single Sign-on' option in 'Administrative Settings | System Options'.

I use the 'Login with SSO' option. Will I be affected?

If you are using the 'Login with SSO' button to log in to the Assure Expenses system via SSO, you do not need to take action, as this method uses the Auth0 service to authenticate with Expenses.

I do not have the 'Single Sign-on' option in 'System Options'. Will I still be affected?

No. If you do not have the 'Single Sign-on' option in 'Administrative Settings | System Options' you do not need to take any action. Not having the option appear in your Assure Expenses system means that you do not have the Single Sign-On login method enabled. If you would like to have the option to use SSO, contact us on support@selenity.com for more information.

If I am affected, what action do I need to take?

If you are affected by the update, please forward this article to your IT team so they can check if your organisation is using our SSL public certificate as part of the SSO process. They will need to update your system with the new certificate. All they need to do is email support@selenity.com and we will provide them with the new certificate.

Can I move away from needing to update the SSL public certificate?

Yes. If you would like to move away from needing to update the SSL public certificate, you can upgrade your existing SSO to the newest version which uses the Auth0 service. All you need to do is email support@selenity.com.
