

Single Sign-On - Fixing an Incomplete or Typoed Single Sign-On URL

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Using a Single Sign-On (SSO) URL that is incomplete or partially incorrect can leave things in a delicate state, which may eventually result in SSO breaking later on, such as when an additional SSO provider is configured.

Is My SSO URL Incomplete or Incorrect?

In Infinite Campus:

1. Navigate to User Management > Reports > [SAML - SSO Login Report](#).
2. In the textbox below the **Message** column, filter by the message **SAML - SSO configuration chosen because it is the only existing config**.
3. If your district receives this warning, note the Configuration Name and take action for that Identity Provider.

Note: SAML - SSO Login report was added in Campus.2527. If your district is on Campus.2523 or prior, instead, check the URLs you've provided to your Identity Provider (or any custom SSO button/URL you're using) directly.

How do I Update the Single Sign-On URL in My Identity Provider?

1. Within Infinite Campus, navigate to User Management > Settings > [SAML - SSO Service Provider Configuration](#)
2. Select the SSO Configuration that is giving errors.
3. Under **Service Provider Details**, copy the **Single Sign-On URL** value.
4. **In your Identity Provider System**, navigate to your Infinite Campus SSO app within that system.
 - If you use Google SSO, [see here](#).
 - If you use Microsoft Entra, [see here](#).
5. Update the Single Sign-On URL previously provided to that system with the full, correct **Single Sign-On URL** listed in Infinite Campus.
 - Alternatively, if your Identity Provider system only accepts a Service Provider Metadata URL, provide the Infinite Campus **Service Provider Metadata** URL instead (under Service Provider Details).

Note that Identity Providers may use differing terminology. Refer to [Matching Campus fields to IDP Fields](#) if needed.

If you continue to have issues, clear the browser cache for ALL TIME (Ctrl+Shift+Delete > Timeframe: All Time > mark Cookies and Cache) and try again.

If Using Google SSO - Updating the ACS URL

These steps are for the staff person who administers admin.google.com for your district.

1. Access **admin.google.com** as a Google Admin.
2. Navigate to **Apps > Web and mobile apps**.
3. Select your Infinite Campus SSO app.
4. Under **ACS URL**, clear out any existing value and paste in the full **Single Sign-On URL** copied from Infinite Campus.
5. Select **Save**.

If you continue to have issues, clear the browser cache for ALL TIME (ex. Ctrl+Shift+Delete > Timeframe: All Time > mark Cookies and Cache) and try again.

If Using Microsoft Entra SSO - Updating the Reply URL and Single Sign-On URL

These steps are for the staff person who administers admin.microsoft.com for your district.

1. Access **entra.microsoft.com** as a Microsoft Admin (or navigate to Entra through admin.microsoft.com).
2. Select **Enterprise Apps**.
3. Select your Infinite Campus SSO app.
4. Under **Manage**, select Single Sign-On.
5. Under **Basic SAML Configuration**, select **Edit**.
6. Under **Reply URL (Assertion Consumer Service URL)**, clear out an existing value and paste in the full **Single Sign-On URL** copied from Infinite Campus.
7. Under **Sign On URL**, once again clear out an existing value and paste in the full **Single Sign-On URL** copied from Infinite Campus.
8. Select **Save**.

If users continue to have issues, clear the browser cache for ALL TIME (ex. Ctrl+Shift+Delete > Timeframe: All Time > mark Cookies and Cache) and try again.

Non-Production Environments

If SSO is configured for additional environments (e.g., Sandbox, Staging), the resolution steps above must be completed for each environment.

Ensure that you use the URLs from the Infinite Campus Sandbox in the corresponding Infinite Campus Sandbox app within your Identity Provider system, etc.

How do I Update a Custom SSO Button/Link?

Your incomplete or incorrect URL may be specific to an additional Infinite Campus SSO button/URL that your district set up. Copying/pasting the Single Sign-On URL out of Infinite Campus and into a custom button to display on an Identity Provider's app dashboard, for example, is a fairly common practice. In this case, ensure the button/URL uses the full Infinite Campus **Single Sign-On URL** from your Infinite Campus site:

1. Navigate to User Management > Settings > **SAML - SSO Service Provider Configuration**.
2. Select the SSO configuration that is incomplete or incorrect.
3. Under **Service Provider Details**, copy the **Single Sign-On URL** value.
4. Update your custom SSO button/URL to use the full, correct **Single Sign-On URL** value.

If users continue to have issues, clear the browser cache for ALL TIME (ex. Ctrl+Shift+Delete > Timeframe: All Time > mark Cookies and Cache) and try again.
