

Longboat and Advarra Single Sign-On (SSO) FAQ

External Use

April 2024

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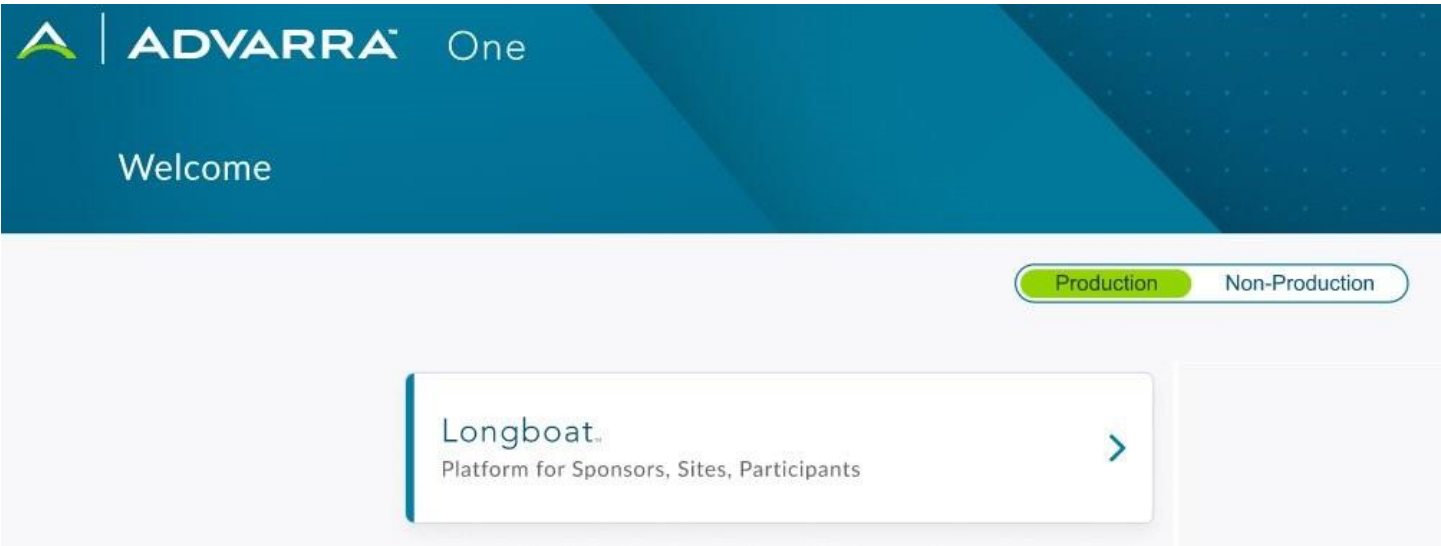
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General

What’s changing?

The latest Longboat release includes Advarra’s new single sign-on (SSO) capabilities for user authentication. All Longboat site and sponsor users are now able to log in to Longboat using their own organization-sanctioned credentials.

After logging in with Advarra SSO, users will see the Advarra One home page containing the Longboat product tile. They can then select the Longboat product tile to access the application.



What is Advarra Single Sign-On (SSO)?

Advarra’s new SSO capabilities empower staff to use their own organization-sanctioned credentials to access key systems including sponsor-provided technology. Users complete a simple one-time Advarra SSO account setup using their organizational email address as the identifier and associate with their organization IdP.

What are the benefits of Advarra SSO for Longboat?

Advarra SSO delivers a sought-after process simplification crucial to sites, especially as the number of trial technologies continues to grow. Advarra SSO technology for clinical trial sites reduces friction, increases security, and gives users more time to focus on patients.

Accessing Longboat with Advarra SSO will:

- **Increase efficiency:** Advarra SSO eliminates the need to store Longboat-specific local logins and passwords.
- **Improve security:** Rather than spending time removing/granting access to multiple systems and studies, the customer can simply remove all system authentication access in one place within their organization's identity provider system.

Be sure to see our recent [press release](#) for more details and additional benefits of Advarra SSO.

What does my organization need to do to implement Advarra SSO?

You have two options to convert to Advarra SSO for continued use of Longboat.

1. For the best end user experience, we recommend you set up SAML for Advarra SSO. This will enable users to use your organization's own credentials to access Longboat once the user conversion has occurred.

If you're ready to move forward with SAML setup, please provide your Strategic Partner or Advarra representative with a technical contact from your organization. Advarra will work with your technical contact to coordinate SAML setup from there.

2. Alternatively, your organization can decide not to set up SAML for Advarra SSO now. In this case, users will continue to log in with their existing credentials to access Longboat.

When Longboat converts existing user authentication, end users will need to set up a new password for registration into Advarra SSO to access Longboat. This will be an automated process where users will receive an email to reset their password between mid-April and early May 2024.

We are not requiring customers to set up SAML for Advarra SSO.

End User Support

How does a user activate their account and get access to Advarra SSO and the Longboat tile?

Users will be invited to initiate Advarra SSO account setup via an email invitation from no-reply@advarracloud.com. Be sure to check spam/junk folders or organization-level email filters (e.g., Mimecast). Click the "Create Account" link in the email to activate your account. Once account setup is complete, the Longboat product tile will be available on the Advarra One home page.

Does the email invitation expire? Is this time configurable?

The Advarra SSO setup invitation email is configured to expire after 72 hours. While this is a configuration, Advarra has chosen this time frame for all customers, and will not customize this by customer.

What happens if the user's invitation email expires, and they don't set up their SSO account?

If the user tries to log in to Longboat using old credentials, the system will prompt the user to check their email for the invitation to set up SSO. If the invitation has expired, a new email will be automatically sent to the user.

What information do I need to be able to activate my account?

Advarra Single Sign-On requires only your first name, last name, and email address to set up. No other identification information is necessary.

What training is available for end users?

Advarra has created [Advarra SSO for Longboat User Training](#) for end users.

When do users see and accept the Advarra Terms and Conditions?

Users will see the Advarra Terms and Conditions when they set up their Advarra SSO account and when updates are made to the Terms and Conditions.

If a customer wants to view the Advarra Terms and Conditions prior to this user workflow, their Strategic Partner will work with the customer to determine the specific business needs and accommodations.

Will the same Terms and Conditions apply to all users?

Yes.

Once a user sets up an Advarra SSO account, can they return to their existing account?

No.

Do I need to create a password for Advarra Single Sign-On?

If your organization set up a direct login connection to Advarra Single Sign-On, you will use your usual organization username and password to login. You will not be prompted to create a password if this setup is in place for your organization. If your organization did not set up a direct login connection to Advarra Single Sign-On, you will create a password.

What are the password requirements for Advarra Single Sign-On?

- Passwords must be updated annually.
- Minimum password length is 12 characters; there are not any additional requirements for number of upper/lower case characters, special characters, or digits.
- Cannot set a password to previous 24 passwords.
- Cannot set a password that was detected in a previous data breach (per checking open data sources of previous breached passwords).

What if I forget my password?

If your organization set up a direct login connection to Advarra Single Sign-On, contact your organization's IT support. Advarra cannot update your password if you use your organization's credentials. If your organization did not set up a direct login connection to Advarra Single Sign-On, contact your study administrators and ask them to reset your password.

How do I unlock my account if I get locked out?

You are locked out of your account after 10 failed login attempts within a 60-minute period. You must then wait 15 minutes before trying again. We recommend that you reset your password if you have been locked out. Contact your study administrators and ask them to reset your password.

How can I change my first or last name with Advarra SSO?

Please contact Advarra Product Support.

Longboat users: Email support@longboat.com

OnCore and Advarra Analytics users: Email support@advarra.com

Can I change my email address associated with Advarra SSO?

You will need to contact your study administrators and ask them to update your email.

How do I submit a support request for additional help?

If you have any further questions, contact Advarra Product Support.

Longboat users: Email support@longboat.com

OnCore and Advarra Analytics users: Email support@advarra.com

SAML Setup for Organizations

What if we don't have time to set up SAML prior to the conversion to Advarra SSO?

If your organization does not set up SAML before the user conversion to SSO, users will continue to log in with their existing credentials to access Longboat.

When Longboat converts existing user authentication, end users will need to set up a new password for registration into Advarra SSO to access Longboat. This will be an automated process where users will receive an email to reset their password between mid-April and early May 2024.

Will my organization still have Longboat access if we choose to not set up SAML for Advarra SSO at this time?

Yes. Users will continue to use their existing credentials to access Longboat.

My organization has set up SAML. Do I need to do anything between now and the conversion to SSO?

You can continue to use your existing Longboat SSO implementation until the conversion to Advarra SSO.

Other

Are patient logins impacted by SSO?

No.

If our organization already has a "single application portal" for applications and Advarra applications, do we need to make any changes?

Advarra One can be added as an icon to your application portal. An Advarra application icon should be removed from the application portal when that specific product adopts Advarra SSO.

How does Advarra SSO manage IdP certificate expirations?

It is important that you take note of the expiration date of your IdP certificate and reach out to Advarra Product Support a few months prior to that date. Advarra will replace expiring IdP certificates. Please ensure that you are timely in this outreach, as a lapse in certification validity will cause all users on that IdP to not have access to any Advarra applications.

Is there a customer-facing UI for Advarra SSO for Longboat account management?

Not at this time. Advarra SSO accounts are created via product user records. The Longboat Support Team will work with the customer if any issues arise. Users can reach the Longboat Support Team at support@longboat.com.

Is SSO available for other Advarra products?

OnCore Cloud and Advarra Analytics are already connected to Advarra One through Advarra SSO. As we continue to add new Advarra applications through the year (Longboat, eReg, Clinical Conductor, eSource+EDC) to Advarra SSO, you will be using Advarra One to access these systems.

