# Gamma Portal: Single Sign-On (SSO) Digital Engagement Lead Guide

This guide explains how to set-up Microsoft Single Sign-On (SSO) for your users within the Gamma Portal as well as manage email changes and login restrictions through admin controls.

## Limiting Login Types (Admins Only)

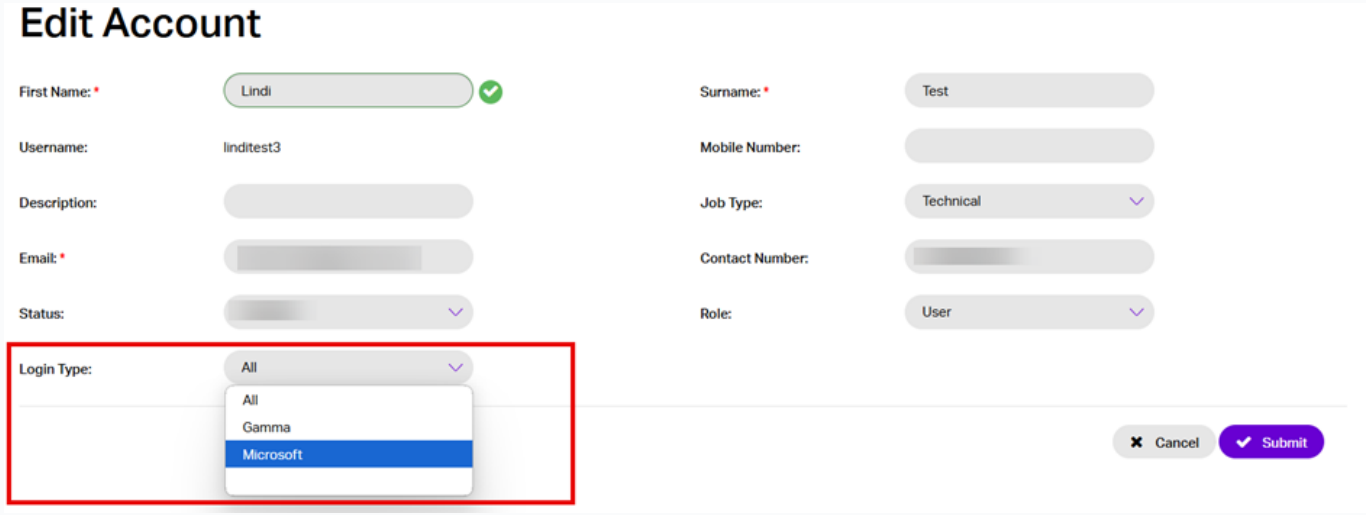
Admins may want to restrict access to SSO only, especially if using company-wide controls like Azure Active Directory.

**How to Set Login Type:**

1. Go to **Admin > Maintain Accounts**
2. Search for the user and select **Update Details**
3. Set **Login Type:**
    - Use the Login Type dropdown to choose:
        - Gamma = Username & Password
        - Microsoft = SSO
        - All = Both (default)

4. Select the **preferred option** and press **Submit**

This must be completed for each account individually. There is currently no bulk user action. This is on our roadmap for development in 2026.



Login type options

**Please note:** The system is designed for individual user identities, not shared or generic accounts (e.g., broadband provisioning accounts), due to security best practices.

# Managing Email Addresses (Admins Only)

With SSO enabled, users cannot change their own email addresses. Admins must unlink accounts before updating emails.

**Step-by-Step:**

1. Navigate to **Admin Panel**:

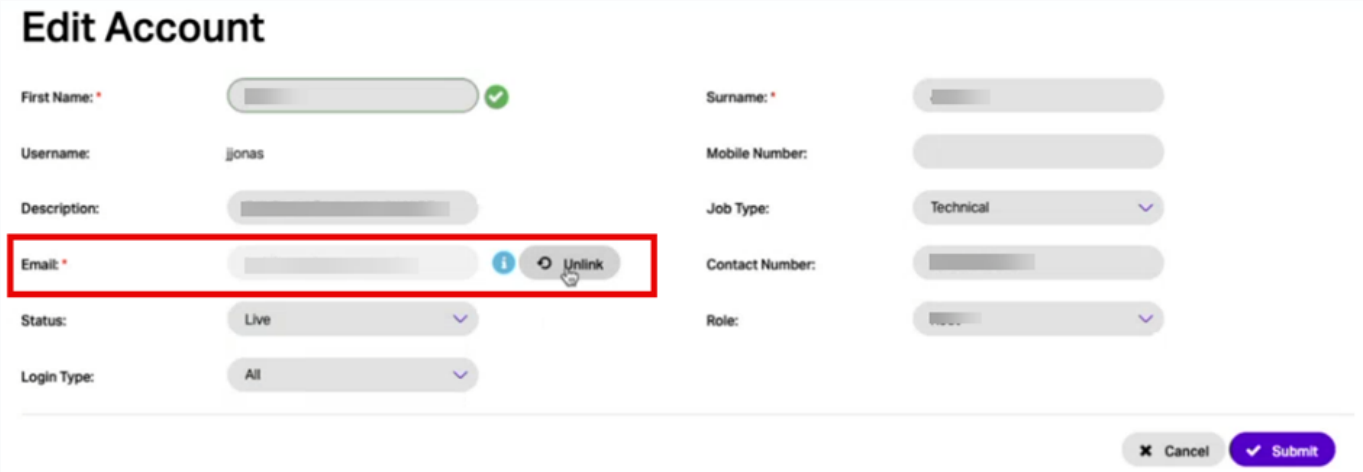
- Go to **Admin > Maintain Accounts**

2. Find the User:
    - Search for the user and select **Update Details** from the Actions menu

3. Unlink Email:
    - Next to the (greyed out) email address, click **Unlink**

4. Update Email:
    - Enter the new email address and press submit

5. User Verification:
    - The user must verify the new address the next time they use SSO

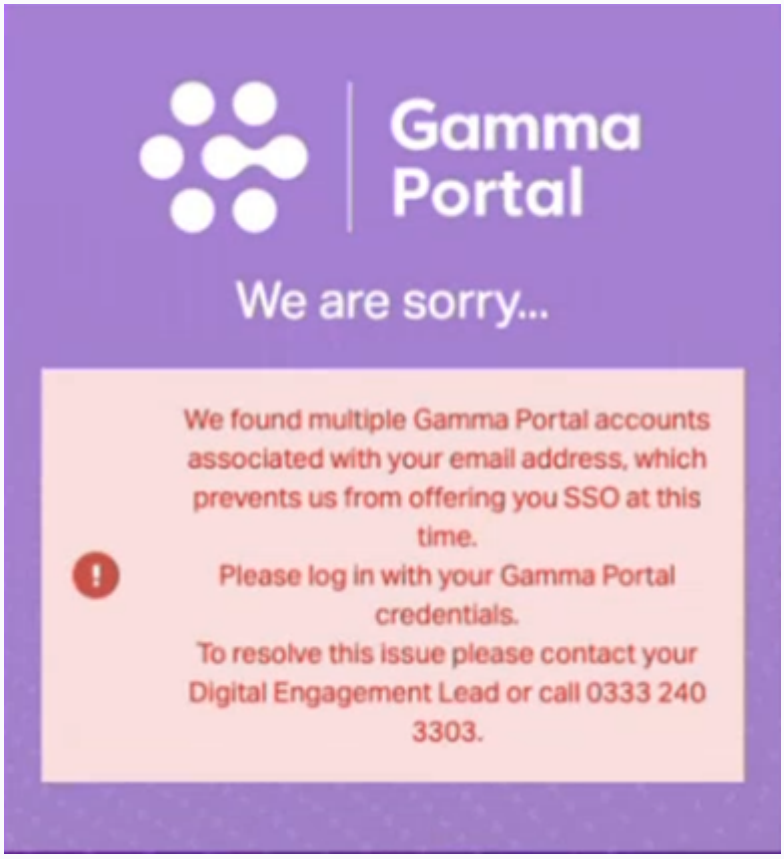


Click Unlink next to the users email

# Multiple Portal Accounts

- **SSO links accounts via email address.** If multiple portal accounts share the same email, **SSO will fail** for those users.
    - Example: If a user has 3 portal accounts all using the same email, the system cannot determine which account to authenticate

- The system will display a **descriptive error message** when this conflict occurs:



Error message

- Each Portal account must have a unique user email. This must also be verifiable within your organisation's Azure AD/Entra platform for SSO to work. Please note: Plus addressing (e.g., user+alias@domain.com) is not supported—it maps back to the same Microsoft identity and is blocked.

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