SSO - Cannot authenticate with credentials

Problem

You cannot use the same credentials used on www.kiuwan.com to authenticate using some of the Single-Sign-On authentication methods.

Solution

If you are using HTTP authentication or form-based authentication, you have to configure your username and password you use to authenticate against your organization's identity provider, not the credentials you use in www.kiuwan.com.

If your IDP is ADFS, usually the username is composed by the ID you use to log into the organization's domain network, plus '@' and the domain name.

- I.e., if you use the id: 'john' to log into your Windows machine and the domain to log into is 'contoso.com', then your username for ADFS is: 'john@contoso.com'.

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