



DeliverHealth

eScripture One SSO Configuration and User Guide

Table of contents

Introduction 3
 Prerequisites to Using SSO 4

IT Steps - Configuring SSO..... 4
 Object IDs.....4
 Workflow4
 Additional Notes 5

Admin Steps – Inviting Users to Join SSO 5
 Additional Notes 6

User Steps - Logging in with SSO 9
 Accepting the SSO Invitation9
 Logging in with SSO 10
 Multiple eSOne Profiles..... 12

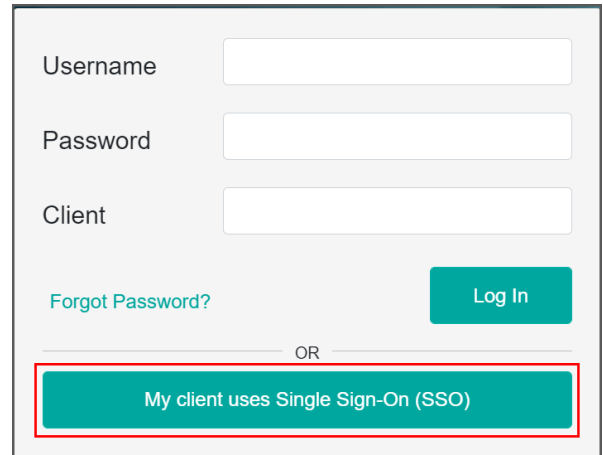
Support 12

Introduction

Single sign-on (SSO) allows users to securely log into eScription One with credentials provided by their own organization rather than those created in DeliverHealth. With SSO, users have fewer usernames and passwords to remember, and clients can impose stricter or more consistent password policies and procedures across multiple applications. Note that users will be required to re-enter their organization credentials when signing into a new application.

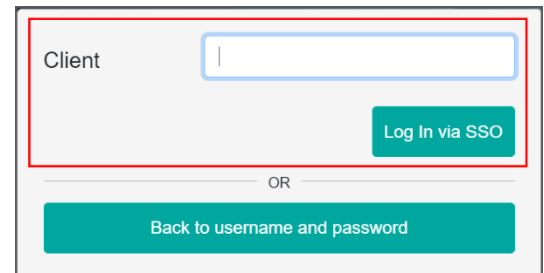
Note: DeliverHealth currently supports only those clients using Microsoft Azure Active Directory.

Once set up for SSO, users will log in by selecting a new SSO option on the eScription One login screen.



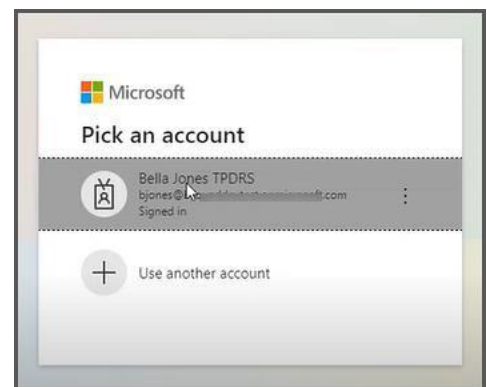
The screenshot shows the eScription One login interface. It includes input fields for Username, Password, and Client. Below these fields are links for 'Forgot Password?' and a 'Log In' button. A red box highlights the 'My client uses Single Sign-On (SSO)' button, which is located below the 'OR' separator.

Next, they will enter their organization's name and click the 'Log In via SSO' button.



The screenshot shows the eScription One login interface with the Client field and the 'Log In via SSO' button highlighted by a red box. Below the Client field is the 'Log In via SSO' button. Below this is the 'OR' separator and the 'Back to username and password' button.

Lastly, they will select their Microsoft (MS) account on the Microsoft Sign in page to be automatically logged into their eScription One application (after having successfully signed in during the initial setup).



The screenshot shows the Microsoft Sign in page. It features the Microsoft logo and the text 'Pick an account'. Below this, there is a list of accounts, including 'Bella Jones TPDRS' with the email address 'bjones@tpdr.com' and the status 'Signed in'. There is also a '+ Use another account' option.

SSO can be used to log in to InCommand, InScribe, InQuiry, InSync, and eSOne Mobile. The reference to “client” in this guide will be used synonymously for transcription companies and medical facility clients, and “user” will be synonymous for transcriptionists and medical providers, unless otherwise noted.

Prerequisites to Using SSO

To use SSO, a client must meet the following requirements:

- The client must be active on eScripton One.
- The client must be using Microsoft Azure Active Directory (AAD) as an identity provider.

Once these prerequisites are established, eScripton One will work with your organization’s IT department to establish SSO as a sign on method.

IT Steps - Configuring SSO

To establish the connection to a customer’s SSO, eScripton One requires the customer’s Azure AD Tenant ID. The Tenant ID is added (manually) to the eScripton One database. eScripton One uses OpenID Connect to integrate with the Azure AD Tenant.

An Enterprise Application is not needed on the customer’s end in advance; an Enterprise Application will appear once we establish a connection. The app registration name will be **eScripton One**.

Object IDs

For each user, the Object ID is a requirement for our configuration as we need the unique identifier for the individual user in our platform.

Sign-ins that use OpenID Connect return an access token and an ID token. The ID token contains claims about the user, and ID tokens returned from Azure AD include the Tenant ID and the Object ID.

Prior to the first time a user signs in to an eSOne application using SSO, we create a link between their existing eSOne user profile in our database and these claims. Then, whenever the user signs in with SSO, we can use those two claims to know which user has signed in.

Note: Our implementation does not currently support Azure AD Groups.

Workflow

Currently, linking large groups of users must be done by the eSOne support staff. Please contact us for assistance.

For smaller groups of users, an account admin will link users to the organization’s Microsoft Azure Tenant. The high-level workflow is as follows:

- **Invite** – the client admin invites a user to join SSO via a new SSO Invite button in InCommand.
- **Accept** – the user receives the invitation through their organization’s email and clicks the link to accept.
- **Link** – after a successful ‘linking’, the user is directed to log into their organization’s MS login page. The user’s profile is now linked to the organization’s MS Tenant ID.
- **SSO Login** – the user selects the SSO Login button when logging into an eScript One app and logs in with MS credentials.

Additional Notes

- Microsoft Graph API permissions are required for SSO functionality. These permissions are typically granted through user consent. When the user first signs in with SSO they are shown a consent screen and are asked to grant permission to access their basic profile information to sign them in. The required permissions are "openid", "profile", "email", and "offline_access".
- Automated user-provisioning is not necessary/desired for the application.
- A client can activate SSO for just one user. Users not yet enrolled in SSO within the client will continue to log in through the current eSOne Username and Password process.

Admin Steps – Inviting Clinicians to SSO

Note: Prior to sending invites, an organization must be configured and registered to use SSO.

1. To invite a Clinician (users of InQuery, InSync, and/or mobile apps) to SSO, log in to InCommand and go to Client Maintenance > Maintenance > Users (Add/Edit).
2. In the ‘Users’ section, select the user you want to invite.
3. Expand the **Password and Security** section.
4. Click the ‘invite user to use SSO’ button.

The screenshot shows the InCommand 'Users' management page. On the left, a list of users is displayed, with 'Jones, Bella - bjones' selected and highlighted in blue. An arrow points to this user with the text 'Select the user to be invited'. On the right, the 'Password and Security Options' section is expanded, and the 'invite user to use SSO' button is highlighted in red. An arrow points to this button with the text 'Then click the \'invite\' button'. Below the button is a table with columns for Attribute, Result, Group, and User.

Attribute	Result	Group	User
Use Multi-Factor Authentication	✓		<input checked="" type="checkbox"/>
Mobile Apps Users Can Save Authentication Credentials			<input type="checkbox"/>
InSync Users Can Save Authentication Credentials			<input type="checkbox"/>
Remain Logged in During Other Mobile Activity	✓		<input checked="" type="checkbox"/>
InQuery Time-Out		0 minutes	<input type="checkbox"/>
Document Type Security			

5. A message will pop up. Click **Ok** to confirm that you want to invite this user.



A confirmation appears.



An email will be sent to the verified email address listed in the Client Maintenance > User > User Information section. This must be the email assigned to the user by the organization. It cannot be a personal email.

	<input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday <input type="checkbox"/> Sunday
User E-Mail	<input type="text" value="bjones@DeliverHealth.com"/> <input type="button" value="verify"/>
User Active	<input checked="" type="checkbox"/>
National Provider Identifier	<input type="text"/>

Admin Steps – Inviting Transcriptionists to SSO

Note: Prior to sending invites, an organization must be configured and registered to use SSO.

1. To invite a transcriptionist (users of InCommand and/or InScribe) to SSO, log in to InCommand and go to Maintenance > Transcriptionists.
2. Select the transcriptionist you want to invite and click **Edit <transcriptionist name>**.
3. Expand the **Password and Security** section.

- Click the **'invite transcriptionist to use SSO'** button to send an invitation to the email address on the transcriptionist profile.

The screenshot shows the DeliverHealth InCommand interface. The top navigation bar includes 'Management', 'Maintenance', 'InVision', 'Client Maintenance', and 'Inquiry'. The 'Maintenance' tab is selected. Below the navigation bar, there are tabs for 'Defaults', 'Clients', 'RM3's Outsourced Work', 'Transcriptionists', 'Software', and 'Advanced Maintenance'. The 'Transcriptionists' tab is active. On the left, there is a list of transcriptionists with 'Admin, MTSO' visible. Below the list are options for 'Show Inactive Transcriptionists', 'Add New Transcriptionist', and 'Edit'. The main area is titled 'Edit Setup for Transcriptionist' and contains several sections: 'Transcriptionist Information', 'Password and Security Options', 'inCommand Time-Out', and 'Audio Playback Method'. The 'Password and Security Options' section is expanded, showing 'Use Multi-Factor Authentication' (checked), 'SSO Enrollment' (Unenrolled), and an 'invite transcriptionist to SSO' button. A red arrow points to this button. The 'inCommand Time-Out' is set to 0, and the 'Audio Playback Method' is set to 'Use Company Default'.

- A message will pop up. Click **Ok** to confirm that you want to invite this user.



A confirmation appears.



An email will be sent to the verified email address listed in the Client Maintenance > User > User Information section. This must be the email assigned to the user by the organization. It cannot be a personal email.

	<input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday
User E-Mail	<input type="text" value="bjones@DeliverHealth.com"/> <input type="button" value="verify"/>
User Active	<input checked="" type="checkbox"/>
National Provider Identifier	<input type="text"/>

Additional Notes

An invite will 'expire' after 3 days. At that time, the invite can be re-sent.

If you want to revoke an invite (before it is accepted) or check on the status of an invite, you must contact eScription One.

You will receive an error if:

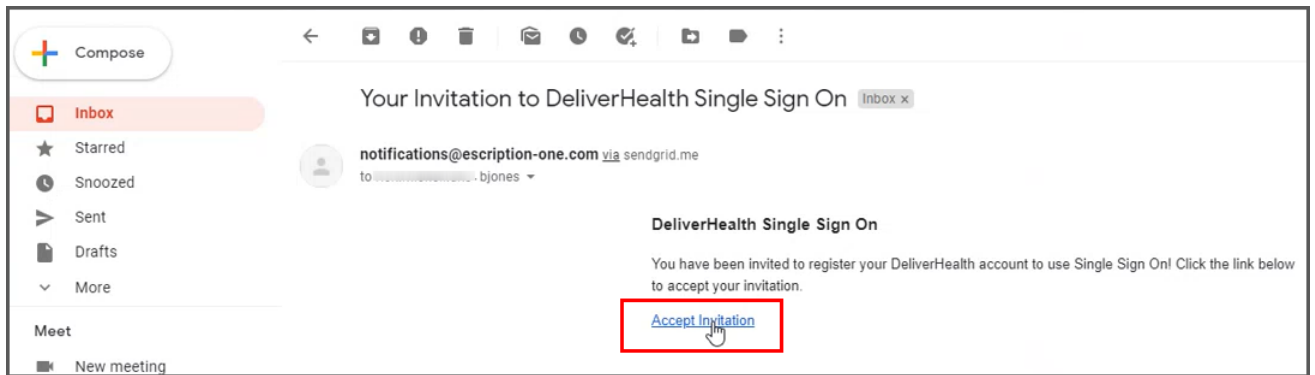
- you send the invite more than once.
- there is no email in the 'User E-Mail' field.
- the invite has already been sent and accepted.

User Steps - Logging in with SSO

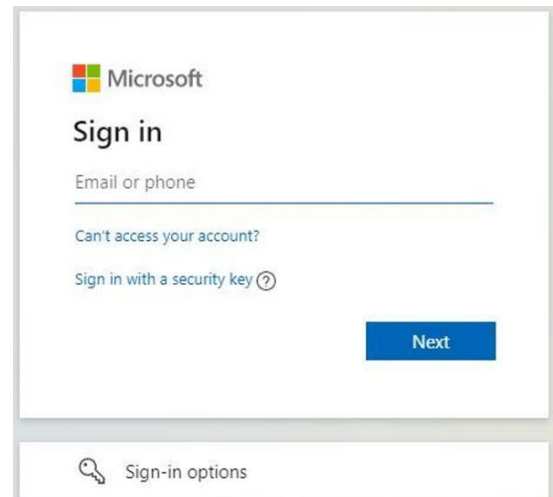
As a user, you will receive an email stating that you have been invited to join Single Sign-on. The email will contain a link.

Accepting the SSO Invitation

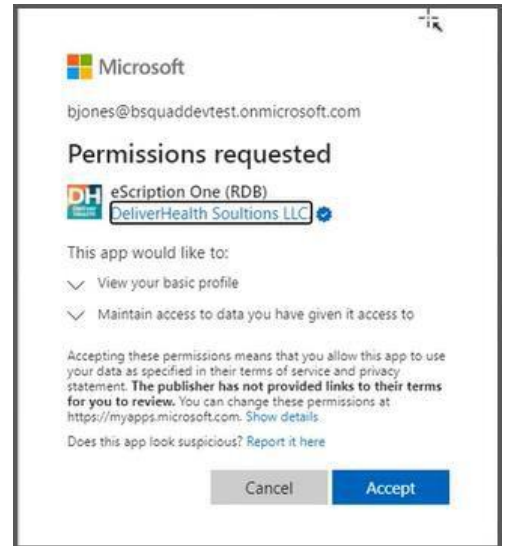
1. Click the **Accept Invitation** link in the email, which will link your organization's account to eScription One.



2. The Microsoft Login page appears next. Enter the login credentials you use to log into your organization.



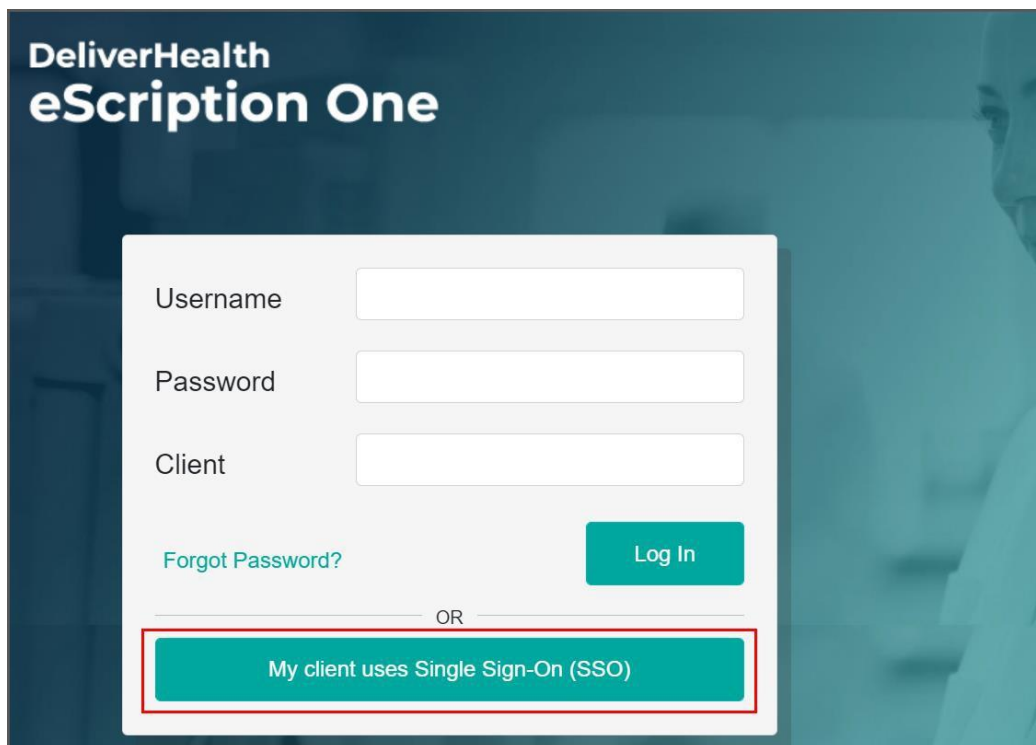
- 3. During the login process, you may be asked for your consent. Press **Accept** to continue logging in. This is a one-time consent and appears the first time using SSO.
- 4. After clicking Accept, you will receive a message stating: 'Your invite has been successfully accepted!'



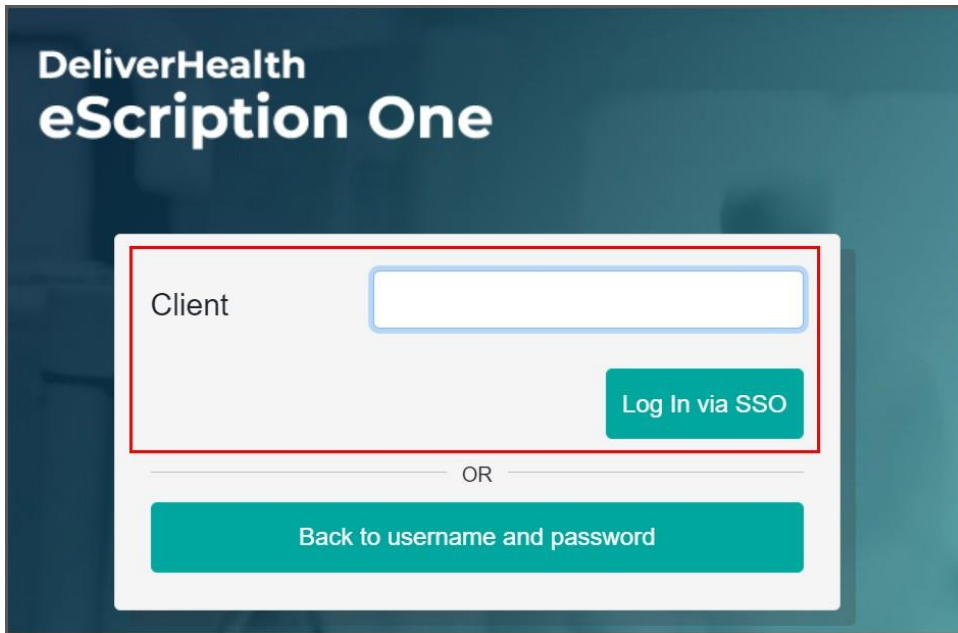
Logging in with SSO

To log in after accepting an SSO invite, open your eSOne app as usual. On the login screen, a new option appears for SSO users.

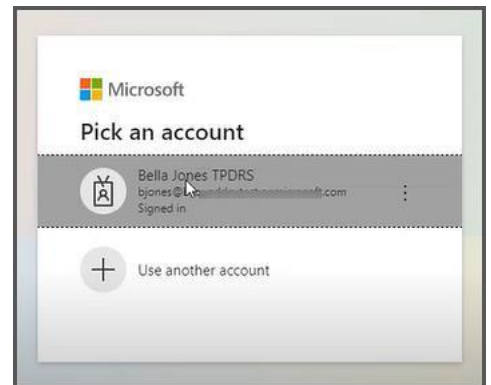
- 1. Select the option called 'My client uses single sign-on (SSO)' or 'My company uses single sign-on (SSO)'.



- 2. On the next screen, enter your Client or Company name and then select **Log In via SSO**.



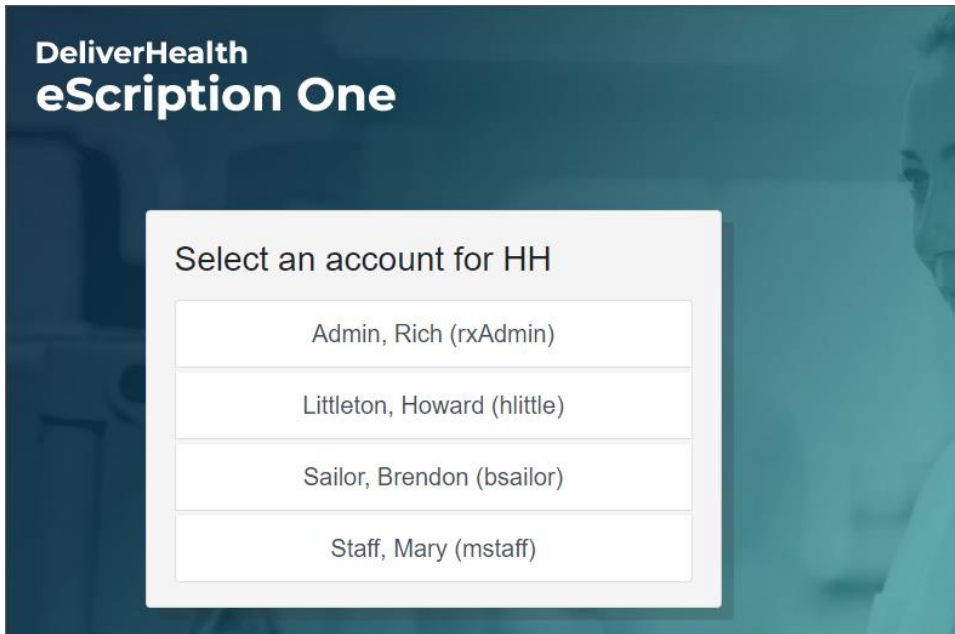
- 3. Select your name on the Microsoft login page to be logged in.



Multiple eSOne Profiles

If multiple eSOne profiles have been linked to the same MS account, the SSO log in process is very similar. Follow steps 1 through 3 from [Logging in with SSO](#).

You will then be prompted to choose which eSOne profile to log in with. Click on the desired profile to complete the log in process.



Support

Get assistance for SSO, and all other eScripton One applications here:

- Phone Support: 1-800-858-0080
- Support Email: esone.support@DeliverHealth.com