Clearlogin - FAQ

In This Article

Overview

This article contains a list of procedures for common administrative needs.

Changing your Subdomain

- Sign into the **Clearlogin Admin Console:** https://admin.clearlogin.com
- In the left navigation bar, browse to: **Settings** and select **Advanced**
- You can change your subdomain from the **Clearlogin Subdomain** text box at the top of the page.

Clearlogin Subdomain

yoursubdomain	.clearlogin.com

Changing your subdomain affects both the URL your users log in with and any URLs you have configured in third party applications for SAML or JWT federation. Please be aware of what you are doing before changing this. The tenant is always accessible via .clearlogin.com.

Note: Your tenant's URL will be changed to "**https://yoursubdomain.clearlogin.com**". This has bearing on both how you access your tenant, and potentially apps with **service provider-based (SP)** authentication functionality.

If you must change your subdomain after configuring non-Evolve IP purchased apps that support SP-based authentication, please make sure that you reconfigure any potentially affected apps.

- When you are done, click on **Save Settings** at the bottom of the page
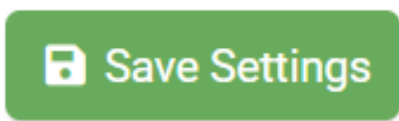

Setting Your ECS Credentials (for users)

- Log into the **Clearlogin User Dashboard**: https://yoursubdomain.clearlogin.com
- Click on the gear icon to access your **Settings Page**.

- Select **ECS Login**.
- Type in your ECS username and password.
- When you are done, click on "Update".

Setting Your Broadsoft Credentials (for users)

- Log into the **Clearlogin User Dashboard**: https://yoursubdomain.clearlogin.com
- Click on the gear icon to access your **Settings Page**.
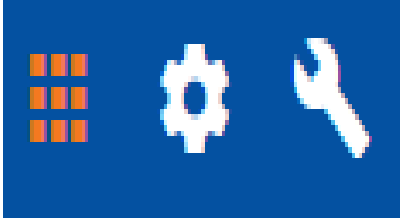
- Select **Broadsoft Login**.
- Type in your ECS username and password.
- When you are done, click on "Update".

Using Access Rules to Delegate Apps When Using an Evolve IP-Provider Identity Source

- Sign into the **Clearlogin Admin Console:** https://admin.clearlogin.com
- Select **Security** > **Access Rules** from the left-hand navigation bar.
- Click the **Add New Access Rule** button.
- When you're done with the configuration, click the **Create Access Rule** button at the bottom of the edit page.

General Settings

Access Rule Name	The name of your access rule. This name will be applied as an access tag to matching users.
Policy	Define what Clearlogin will do if this rule matches. • Allow Access • Deny Access • Bypass MFA (Allow) Default: Allow Access

User/Group Settings

These settings define users and groups for which the rule will be applied. The default is **Everyone**.

If you restrict the rule to a set of users and/or groups, make sure you delete the entry for **Everyone**.

Search Filters	Remove the default of "Everyone" if you want this to apply to specific users only.
Specific Users	You can add specific users to apply this rule to. These users must have a user profile in Clearlogin to show up in the list. User profiles are typically only provisioned upon first authentication.

In order to associate your newly created Access Rule to an app:

- Select **Apps** from the left-hand navigation bar.
- Find your app and click on it's tile.
- Click on **Edit**.
- Select your newly created **Access Tag** from the **Accepted Access Tag** field.
- When you are done, click the **Update** button at the bottom of the page.

For more information on Access Rules, please review the **Access Rules documentation**.