

SSO FAQ

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Single sign-on (SSO) enables users to log in to both Zedmed Cloud and the selected Zedmed server using the same username and password. For most users, this will be done via the Duo app.

Does a Zedmed Cloud session time out

If a Zedmed Cloud session remains inactive for 90 minutes, it will expire, and a 'session has ended' page will display. Select your Zedmed Cloud shortcut and log back in to create a new session.

How is SSO linked to DUO?

DUO is an identity provider (IdP) that is used for Zedmed Cloud's 2-factor authentication (2FA). It is also being rolled out to Zedmed Cloud Customers for SSO.

Can we use our own SSO solution?

Yes, customers can use their own Duo or Okta subscription to manage SSO. This scenario would be more common with enterprise customers as they will need to manage their own local implementation of Duo or Okta. This would have the advantage of allowing the same username and password to be used to log into workstations, local applications, and Zedmed.

How is SSO set up

Zedmed will migrate cloud customers to SSO as the solution is rolled out. Practices that wish to use their own Duo or Okta account will need to contact Zedmed support so we can advise on how to integrate Zedmed SSO with your existing implementation.

What are the advantages of SSO

- Reduced errors - the same username and password are used for both the cloud and Zedmed logins.
- Simplifies support - Practice IT can resolve Zedmed login issues by resetting or changing the Windows password.
- Telehealth in the Cloud - Telehealth Cloud managed attendances using Zedmed Mobile to manage attendances.