Toubleshoot SSO

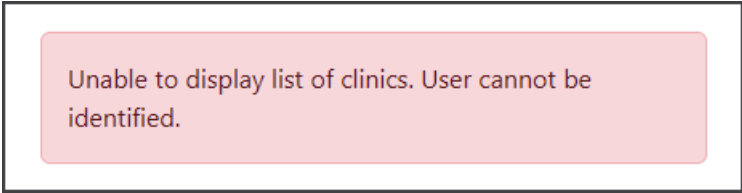Version: 1.00 | Last Modified on 30/07/2025 10:35 am AEST

Single sign-on allows Zedmed Cloud users to log into both Zedmed Cloud and the Zedmed application using the same username and password.

Requires Zedmed 38.5 or later.

Shortcuts to specific sections:

- SSO Error: 'Unable to display list of clinics. User cannot be identified.'
- SSO Issue: One or more sites are missing on the Zedmed's site selection page
- SSO Error: 'Your account is inactive or not linked to Zedmed'

SSO Error: 'Unable to display list of clinics. User cannot be identified.'

Description

This error will appear before logging in to the Zedmed application if the identity provider (Okta) has not provided either 1) a list of Zedmed sites that the user can access or 2) a username for the user.

Solution

Contact the administrator for your site's identity provider to ensure the use has been set up correctly and assigned to the correct Zedmed Cloud sites.

SSO Issue: One or more sites are missing on the Zedmed's site selection page

Description

Not all sites are displayed after the user logs into Zedmed Cloud.

Solution
Contact the administrator for your site's identity provider to ensure the use has been set up correctly and assigned to the correct Zedmed Cloud sites.

SSO Error: 'Your account is inactive or not linked to Zedmed'

Description
This error will appear if the user's account has not been correctly configured in Zedmed for SSO.

Solution
Contact Zedmed Support to have the user's Zedmed profile checked and updated.