Digital.ai
Account Administrator
# Handbook

About this publication

This document aims to help customers take full advantage of the Digital.ai offerings and better understand how it works, what the benefits are, and how to get started.

Introduction

Digital.ai is introducing a unified identity management across all its products, and customer enablement portals, allowing users to seamlessly move between apps with Digital.ai Identity.
The new identity service provides centralized user and SSO configuration management with an accompanying audit trail. The documentation, support, and community portals are integrated with Digital.ai Identity to offer a more unified experience for enterprises looking to scale software delivery.

With Digital.ai Identity, you can log in to multiple Digital.ai applications and portals using one username and password (usually your corporate email address).
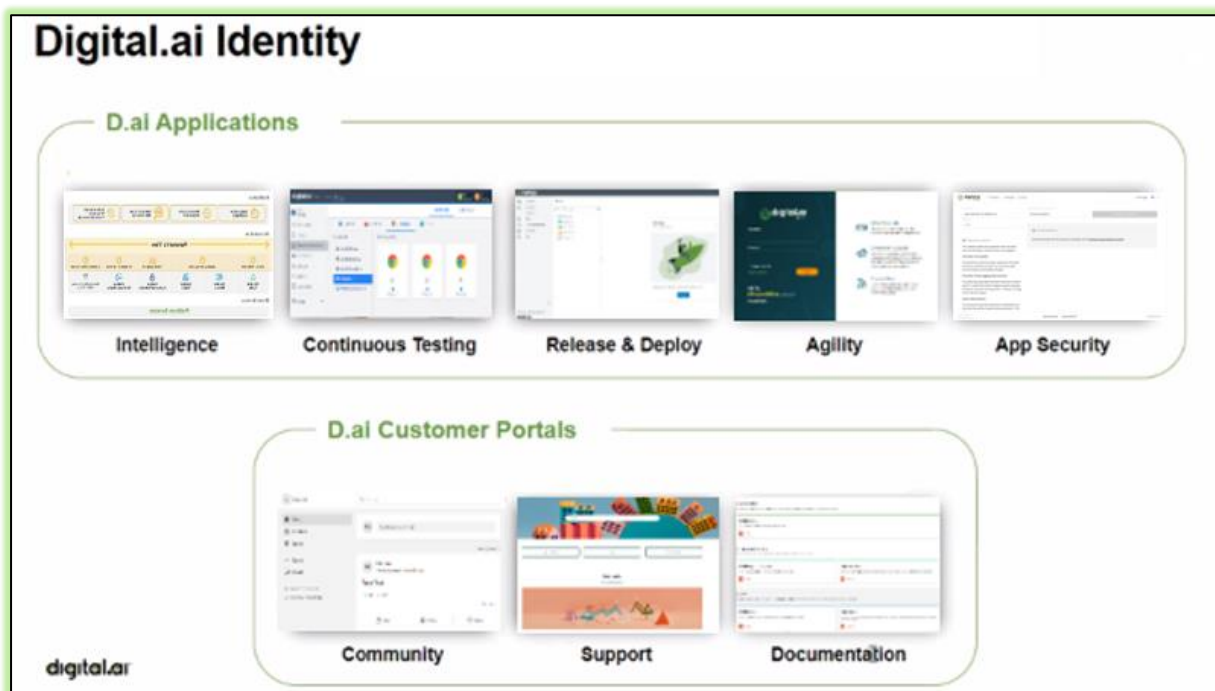
You can integrate your existing corporate identity provider with your Digital.ai Identity to centrally manage all the capabilities offered.

Benefits

- Unified access to multiple applications from a single login.

- A central platform to self-manage your corporate identity providers.

- Access to the entire suite of Digital.ai services (documentation, support, and community), even if you are using one Digital.ai application.

- Create and manage users locally if you do not want to use your corporate identity provider to manage user login.

- Set up password complexity rules and enable Two-Factor Authentication for locally managed users, if required.

- Set up locally managed User Groups to simplify access control.

- Accelerate business opportunities to profitable heights with the availability of all the latest and greatest Digital.ai offerings via the Digital.ai Platform capabilities.

FAQs

Q: What authentication protocols does the Digital.ai Platform use for exchanging data across systems?

A: Currently, we support:
- *SAML* - an XML-based open standard and
- *OIDC* - a JSON-based open protocol that extends OAuth 2.0.

For more information refer to SSO Configuration
In the future, we plan to add LDAP, which is an open, vendor-neutral, industry standard application protocol.

Q: How to I integrate with my corporate identity provider?

A: The instructions are available here: Setting up identity provider
Digital.ai integrates with identity providers that support the OIDC and SAML protocols. If your identity provider is not listed in the instructions, then refer to the Identity provider's documentation or contact Customer Support at https://support.digital.ai/.

Q: What are the prerequisites before connecting to an identity provider?

A: You need the following details from your corporate identity provider:
For OIDC
- Client ID
- Client secret
- .well-known endpoint

For SAML
- SAML Descriptor file

Q: How can I onboard all my users into the platform?

A: *Option 1*: Create users locally. Share login details with users along with Platform URL.
Option 2: Integrate with your corporate identity provider. Share Platform URL with all users and ask them to click on the corporate identity provider.
For more information, see Users.

Suggested Workflow for Setting up your Digital.ai Platform and Inviting Users

Login Sequences

- Contract Signed with Digital.ai.
- Digital.ai will then create a Digital.ai Platform instance and application instance for your organization.
- Digital.ai will create login credentials for both instances and share them with you.
- As an account admin, you will:
  - Link your application instance with the Digital.ai Identity, contact your Digital.ai support for guidance.
  - Set up your login preferences:
    - Create local users (Add a Local User) **OR**
    - Integrate your corporate identity provider and provision users (Add Users through SSO)

      Tip: As an account admin, you can
      - Set up multiple identity providers
      - Designate an IdP (Identity Provider) as the "default" to skip the login page and set the IdP as the only available option.

  Invite users to begin using their Digital.ai Identity (corporate email address) to access Digital.ai offerings.

Note: In addition to adding users locally or through IdP as an administrator, your users also have the ability to **self-register** for their Digital.ai Identity only to access the Digital.ai portals. For more information, see the next section (User Self-registration).

User Self-registration

The User self-registration functionality allows your end users to create their own Digital.ai identity without being provisioned by an administrator.

- Digital.ai validates a user's corporate email address against a list of approved domains, and only create a Digital.ai Identity for that user if the email address belongs to a valid Digital.ai customer.
- Self-registered users can only access the Digital.ai community, documentation, and support portals and DO NOT have access to any Digital.ai applications.
- This unburdens the admin from configuring the Digital.ai account, as long as users are just looking to access the customer portals.
- As an admin, if you want to set up Digital.ai Identity to work with any Digital.ai applications, you can validate the Self-registered users in the user list and only retain those who you think are the right users to continue using Digital.ai applications.
- You can turn off the self-registration option after you take control of the account and restrict the users from further self-registering themselves.

Rebranding Digital.ai Solutions

The October release of the Digital.ai Identity brings in several advantages for the users. As part of our efforts to provide a consistent Digital.ai experience we are rebranding our solutions.

- Gradually you will observe the product name changes as shown in the table below:

Now	Then
Numerify	Intelligence
Collabnet	Agility
Arxan	Application Security
Experitest	Continuous Testing
Xebialabs	Release and deploy

- Don't be alarmed if you see Digital.ai branded login screens.
- Users may be required to update bookmarks (if any) to reflect to these changes.
- Talk to your Digital.ai contact to know when to expect these changes.

For further information on Digital.ai Identity and its offerings refer to the full documentation available at Digital.ai Product Documentation.