FAQ

LIMOSS SSO, LIMOSS SDE and LIMOSS API Gateway

These FAQs are for LIMOSS SSO, LIMOSS SDE and LIMOSS API Gateway. These services are also known as "Common Services".

If you have a question that is not answered here please email servicedesk@limoss.london.

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www.limoss.london

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1. What is Common Services?

Common Services is a suite of tools to help market participants access Shared London Market Solutions. It consists of three components: LIMOSS SSO, LIMOSS SDE and LIMOSS API Gateway. The term Common Services is due to be retired and each of the 3 services will be referred to separately by its own name. Currently, the term Common Services remains fully recognised and is the legally defined term to cover all 3 separate services.

2. What is LIMOSS SSO (Single Sign-On)?

LIMOSS SSO is a Single Sign-On (SSO) solution for the London Market. It Enables users to access shared Market Services with a single username and password. This will usually be the same credentials for accessing their own organisational IT. SSO is a pre-requisite for some Market Services, including DA-SATS and Lloyd's Insights. It is also essential that you register for LIMOSS SSO in order to use LIMOSS SDE or LIMOSS API Gateway.

Benefits for Market Firms
- Administrative control remains with the organisation.
- Only one account per user for IT to manage.
- Time is not wasted logging in repeatedly.

Benefits for Users
- Only one username and password to remember.
- No need to log in repeatedly.

3. What is LIMOSS SDE (Secure Data Exchange)?

LIMOSS SDE (Secure Data Exchange) is a free, optional product available to users of LIMOSS SSO. It allows simple, secure exchanging of data across the London Market. Users can easily share data files quickly and securely thanks to an intuitive user interface.

Benefits for Market Firms
- Data can be shared securely with users in accredited market organisations.
- Data is securely encrypted and automatically deleted after a maximum of two weeks.
- An Auditable record is created of file sharing transactions.
- SDE can easily be integrated with existing IT systems through APIs.

Benefits for Users
- Data files can be shared quickly and securely through a method that is GDPR compliant.
- Up to 1 GB of data can be sent in any file format to multiple participants in other trusted market organisations.
- Outdated file sharing systems reliant on IT support eg sFTP are no longer needed.

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4. What is LIMOSS API Gateway?

The LIMOSS API Gateway is a secure and simple method for integrating an organisation's IT systems with other shared Market Solutions. The Gateway uses LIMOSS SSO as its means of authentication.

The LIMOSS API Gateway is likely to be of interest to an organisation's IT team or vendor to deliver data integration for end users. An API is an "Application Programme Interface". For more information about Lloyd's APIs, visit https://developer.lloyds.com. *

Benefits for Market Firms

- Allows in-house systems and shared Market Services to interact without expensive and time-consuming integration.

Benefits for Users

- Less re-keying required.
- Better user experience between in-house and external systems.

5. Who can use LIMOSS SSO, LIMOSS SDE and LIMOSS API Gateway?

Any organisation that participates in the London Market can apply to use any of the Services. This includes brokers, carriers, managing agents, coverholders, TPAs (Third Party Administrators), IT vendors and any other type of organisation that may need to interact with the London Market.

6. How much does it cost?

In 2020, most Market organisations are eligible to use these services free of charge. This includes brokers, coverholders, TPAs (Third Party Administrators) and IT vendors. For all Carriers (both Lloyd's and non-Lloyd's), the services are covered by the LIMOSS 'User Pays' model. Further details are available by emailing servicedesk@limoss.london. If your organisation chooses to use the API GWY, there may be additional costs associated with security certificates and licensing of any 3rd party data.

7. How do I register for LIMOSS SSO, SDE and API Gateway

To register for any of the 3 services, please go to https://limoss.london/contact and ask to register. We advise that you read the guidance documents at https://limoss.london/limoss-sso-sde-and-api-gateway before subscribing.

As part of your on-boarding, you will be asked to sign a Market User Agreement (MUA), nominate at least one "Authorised Contact" and ensuring that your IT and end users are ready.

For help at any stage of your on-boarding, please email servicedesk@limoss.london.

8. What is an "Authorised Contact"?

An Authorised Contact is a trusted person within your organisation that is authorised to approve any Service Request for your Organisation. The most common requests are to add, amend or remove users from LIMOSS SSO. An Authorised Contact can also approve requests for the API Gateway and SDE. The Authorised Contact can be someone from a business team

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or your IT team. It is vital that the Authorised Contact informs the LIMOSS Service Desk when someone leaves an organisation to ensure no-one can continue to access Market Services.

9. Why is the Market User Agreement (MUA) combined with the one for Message Exchange?

Historically, all 3 services were provided by The Message Exchange Ltd (TMEL) – which also provided a separate service known as "the Message Exchange". TMEL had a combined MUA to cover all these services. TMEL has now novated into LIMOSS and we are reviewing the structure of the MUA. There is no obligation to use all the services. Organisations can choose to use the Message Exchange, just LIMOSS SSO – or both. (To use LIMOSS SDE or LIMOSS API Gateway, you must also use LIMOSS SSO.)

10. Are there any other agreements to accept, other than the MUA?

The MUA is signed at the organisational level and includes an Acceptable Use Policy. End users must accept the Microsoft and LIMOSS Privacy Notices during their first login. If you wish to publish or subscribe to APIs, you must also sign the appropriate API Addendum.

11. Do I need to have any additional software to be able to use LIMOSS SSO? Eg An Azure Active Directory (AAD)?

You do not generally need to have an Azure Active Directory to use LIMOSS SSO, SDE or API Gateway? Although using your own AAD will allow you to realise the maximum benefit from LIMOSS SSO. If you do not have an existing AAD tenant, you can choose to establish one before on-boarding to LIMOSS SSO. Alternatively, for an organisation without AAD, free basic Azure accounts will be created automatically for all users during the on-boarding process.

When using a Native application (that is, a non-web based application) in the LIMOSS API Gateway, all user accounts must be created in a managed Azure Active Directory.

12. What technical guidance is available?

A full technical guidance document (both for organisations that have an existing AAD presence and those that do not) can be found at https://limoss.london/limoss-sso-sde-and-api-gateway. The pre-boarding checklists contain useful advice for business and IT teams. For detailed advice about using the API Gateway you can visit https://developer.lloyds.com *

Alternatively, email servicedesk@limoss.london.

13. How is Personal Data managed?

The Market User Agreement details the basis on which LIMOSS processes personal data and the lawful reason for doing so (i.e. Legitimate Interest). When using these services, your Organisation will remain as the Data Controller and LIMOSS will act as Data Processor. For any instances where LIMOSS is a Data Controller, the [LIMOSS Privacy Notice](#) will apply.

14. What Help and Support is available?

The LIMOSS Service Desk provide Support for use of LIMOSS SSO, LIMOSS SDE and LIMOSS API Gateway. You can contact the Service Desk in any of the following methods:

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Business Hours: 8am-6pm (UK) excluding Bank Holidays. (Phonecalls will be answered between 6-8pm to support for P1/P2 incidents only.)

Phone: -44 (0)207 100 5151

Web: https://limoss.london/contact

E-mail: servicedesk@limoss.london

Self-Service Portal: https://customer.hornbill.com/limoss (Available 24/7/365. Requires a LIMOSS SSO user account)

More information about LIMOSS is at https://www.limoss.london and further details about the Services are at https://limoss.london/limoss-sso-sde-and-api-gateway.

For detailed advice about using the API Gateway you can visit https://developer.lloyds.com *

15. What APIs are available?

A full list of available APIs is provided in the "Support for API Developers" section on the LIMOSS SSO homepage. 3 of the APIs are provided as part of the API Gateway service – SDE, Hash and Time-Stamp. Hash is a simple hashing service to support non-repudiation of documents whilst Time-Stamp provides a universal timestamping service.

16. How can we better understand our Azure presence?

A guide to understanding your Azure presence is provided in the "Guidance for Adoption" section of the LIMOSS SSO homepage.

17. What browsers does LIMOSS SSO support?

LIMOSS SSO and SDE can be used on the latest versions of the following internet browsers:
- Google Chrome
- Microsoft Edge
- Internet Explorer
- Mozilla Firefox
- Apple Safari

18. What Certificates can be used with LIMOSS API Gateway?

An organisation wishing to Subscribe to APIs in the the LIMOSS API Gateway must provide an X.509 SSL Certificate for each environment. A certificate used in the SANDBOX or PRE-PROD environments cannot be re-used in the PRODUCTION Environment. Wildcard and self-signed certificates are not acceptable. We advise against using SAN certificates – if they are used, they can only be used for one path. LIMOSS will never ask for the Private Key of any certificate. You must keep the Private Key safe and inform LIMOSS Service Desk immediately if you believe it has been compromised.

A list of approved Microsoft Certificate Authorities is available at https://ccadb-public.secure.force.com/microsoft/IncludedCACertificateReportForMSFT *.

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