

Accessing Lloyd's services using LIMOSS SSO

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25 May 2021

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Introduction

- This deck is for LIMOSS SSO Authorised Contacts in organisations that use Lloyd's services.
- Lloyd's will shortly begin allowing users to access some Lloyd's services using LIMOSS SSO accounts.
- These slides explain how the integration works and what action organisations may wish to take.
- Authorised Contacts may want to share this deck with their colleagues, IT teams and business change leads.

Why is Lloyd's Authentication not the same as LIMOSS SSO?

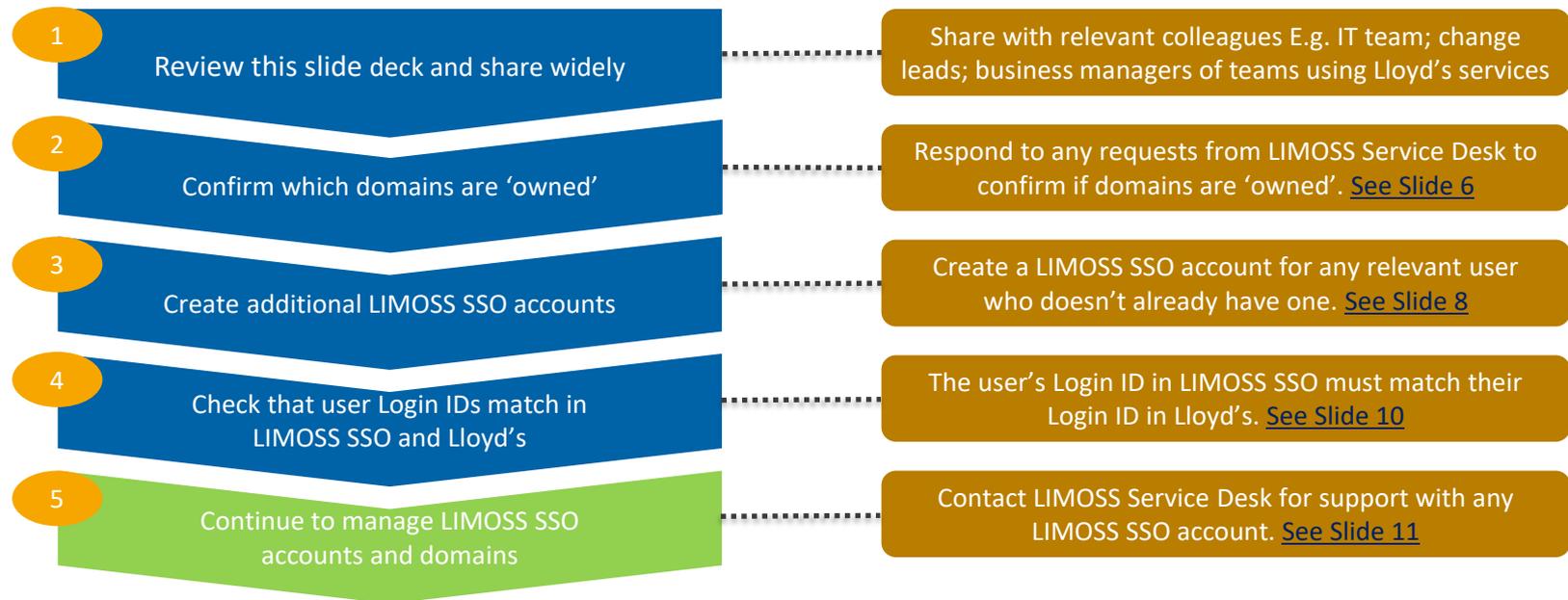
- LIMOSS SSO provides identity authentication and was designed to simplify Single Sign-On across various market systems. Lloyd's has its own authentication and authorisation systems to secure access for services provided to Market Participants – the security of these systems is managed by Lloyd's.
- Lloyd's and LIMOSS are working together so that LIMOSS SSO users can access Lloyd's services. This integration allows reuse of LIMOSS SSO identities with a focus on faster access to multiple systems and reduces the security risk of multiple user accounts.

How will LIMOSS SSO accounts work with Lloyd's Services?

- When a user logs on to a relevant Lloyd's service, the user's domain will determine how they must authenticate to that service. (Their domain is everything after the "@" symbol in their login ID):
 - If the user's domain is on a list of "Owned Domains", the user **must use a LIMOSS SSO account** to login to the Lloyd's service – even if they don't currently have a LIMOSS SSO account.
 - If the user's domain is NOT on the list of "Owned Domains", the user **must use a Lloyd's provided account** to log in to the Lloyd's service – even if they have a LIMOSS SSO account.
- Whilst the *authentication* of a user's account may be provided by LIMOSS SSO, the Lloyd's App will provide the *authorisation*. i.e. LIMOSS SSO can confirm the user's identity but Lloyd's will determine what permissions the user has within the App.

ACTION: What should organisations do?

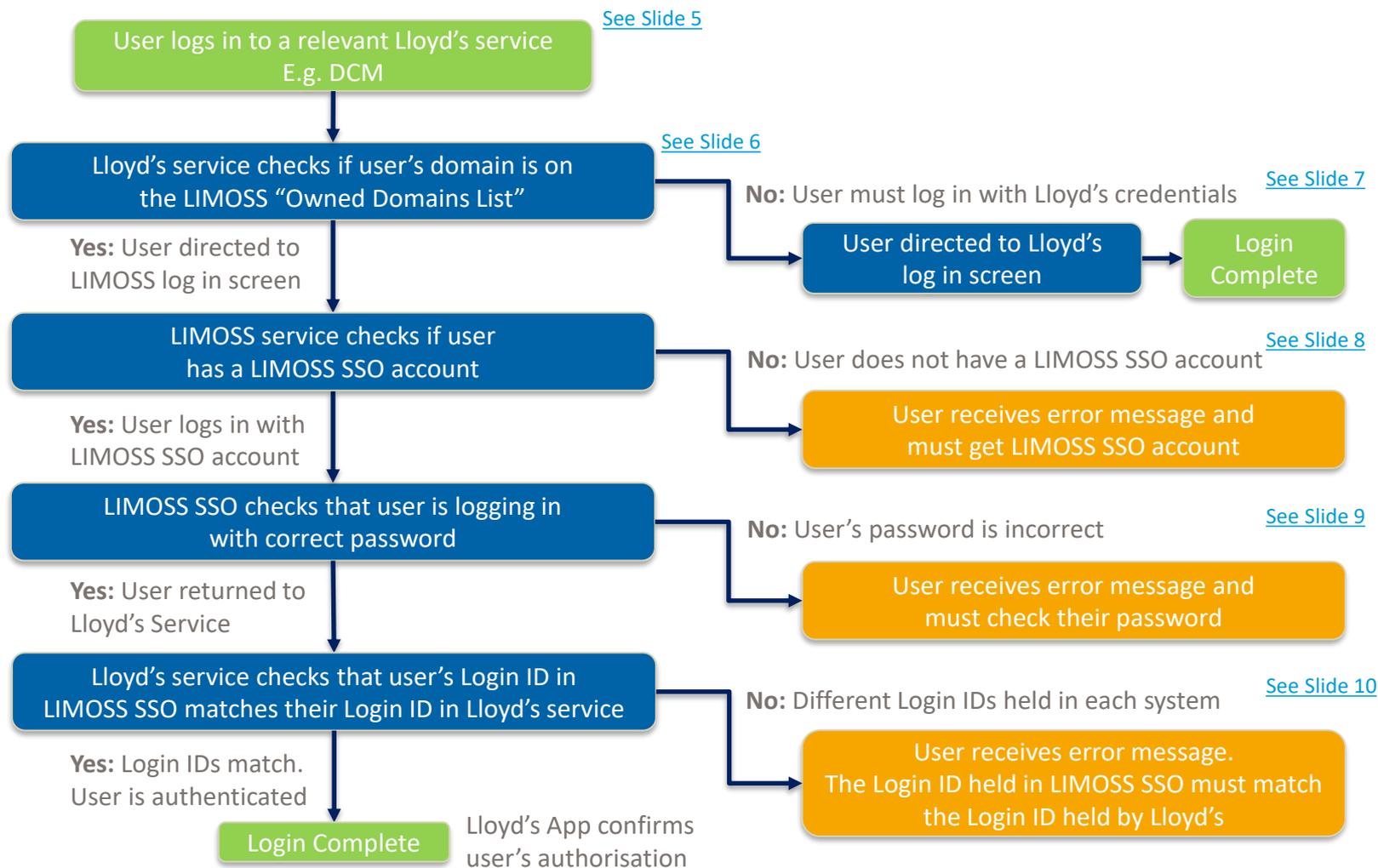
- To prepare for accessing Lloyd’s services via a LIMOSS SSO account, organisations may wish to complete the following 5 steps:



- Organisations may wish to wait for communication from Lloyd’s before completing all steps.

Accessing Lloyd's services with LIMOSS SSO

When a user accesses a Lloyd's service that is integrated with LIMOSS SSO, their log-in process will involve the steps below.
For most users this process will be seamless and access to the Lloyd's services will be instantaneous.



User can get help at any stage via the [Lloyd's Log In Screen](#) or [LIMOSS Service Desk](#)

What is a relevant Lloyd's service?

- LIMOSS SSO accounts can only be used to access “relevant Lloyd’s services”. This means a Lloyd’s service that has been setup by Lloyd’s to integrate with LIMOSS SSO.
- DCM is expected to be the first Lloyd’s service to offer this integration in Q2 2021.
- Lloyd’s will provide further details shortly, including the DCM log-in URL and user journey.
- Lloyd’s will inform the market before each additional service is integrated with LIMOSS SSO.
- For Lloyd’s services that are yet to integrate with LIMOSS SSO, users will continue to log in with Lloyd’s supplied credentials.

Is user's domain on the "Owned Domains List"?

- A user's domain is the part of their Login ID after "@". Eg. "User1@BrokerABC.com" has the domain "BrokerABC.com".
- All organisations registered in LIMOSS SSO have to approve the domains that can be used by their users. This may be a combination of domains owned by that company and other domains managed by a 3rd party.
 - E.g. Broker ABC Ltd allows users in their LIMOSS SSO group with the domains BrokerABC.com; BrokerABC.co.uk, gmail.com and ThirdPartyTPA.com
- To access Lloyd's services using LIMOSS SSO, an organisation must first inform the LIMOSS Service Desk which of their domains are 'owned' by them. Only users with an owned domain can use their LIMOSS SSO account to access a Lloyd's service.
 - E.g. Domains BrokerABC.com and BrokerABC.co.uk belong to Broker ABC Ltd:
 - These domains *should* be added to the LIMOSS SSO "Owned Domains List"
 - All users with these domains **must** use a LIMOSS SSO account to access relevant Lloyd's Services.
 - E.g. Domains gmail.com and ThirdPartyTPA.com do not belong to Broker ABC Ltd:
 - These domains *must not* be added to the LIMOSS SSO "Owned Domains List"
 - All users with these domains **must** use Lloyd's supplied credentials to access Lloyd's Services

If a user's domain is on the "Owned Domains List", that user must access relevant Lloyd's services with a LIMOSS SSO account – even if they don't yet have a LIMOSS SSO account setup

If a user's domain is not on the "Owned Domains List", that user must access relevant Lloyd's services with Lloyd's provided credentials – even if they also have a LIMOSS SSO account

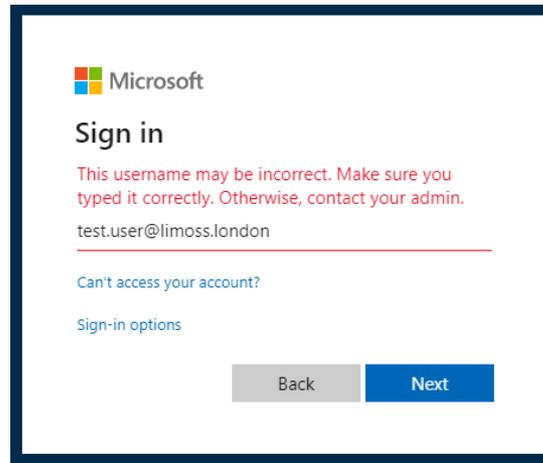
- To check if domains are on the "Owned Domains List" and to add/remove domains, contact the [LIMOSS Service Desk](#)
- Authorised Contacts can also view their "Owned Domains" in the [LIMOSS SSO Devolved Admin Portal \(DAP\)](#)
- Owned Domains must be configured to ensure they are resolvable by a DNS lookup

User must log in with Lloyd’s credentials

- A user’s domain is the part of their Login ID after “@”. Eg. “User1@BrokerABC.com” has the domain “BrokerABC.com”.
- If a user’s domain is not on the LIMOSS SSO “Owned Domains List” ([see slide 6](#)), the user **must** use Lloyd’s provided credentials to access the Lloyd’s service – even if they already have a LIMOSS SSO account.
- Users can create their credentials when registering for a relevant Lloyd’s service or at [Accessing Lloyd's tools and systems](#).

User does not have a LIMOSS SSO account

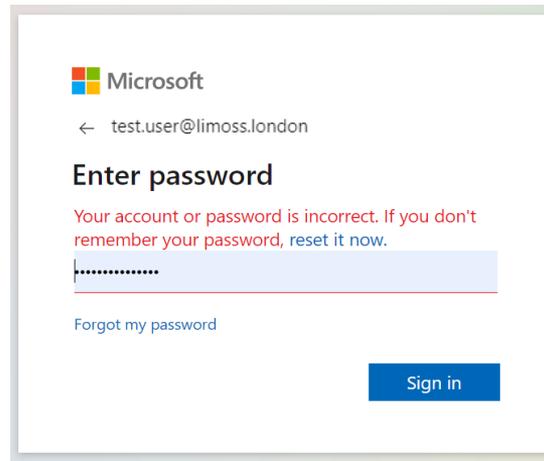
- If a user does not have a LIMOSS SSO account, they will see an error message similar to the one below when logging in:



- A user can also check if they have a LIMOSS SSO account by visiting the [LIMOSS SSO Portal](#). If they see a welcome message, their LIMOSS SSO account is active.
- There is no additional charge for adding more users in LIMOSS SSO. New users can be added to LIMOSS SSO in 2 ways:
 - An Authorised Contact in the user's company can add a user directly via [DAP](#). The DAP [user guide](#) can help Authorised Contacts who are new to DAP. Authorised Contacts can also manage their user list via the [LIMOSS Service Desk](#).
 - If a user needs a LIMOSS SSO account and does not know who their Authorised Contact is, they can raise a request via the [LIMOSS Service Desk](#) or complete the on-line [user registration form](#).
- When adding new users, the User ID registered in LIMOSS SSO must match the User ID in the Lloyd's Service. [See Slide 10](#).
- Organisations may wish to update their Joiners Leavers Movers process to ensure new starters are provided with a LIMOSS SSO account when setting up their account for a relevant Lloyd's Service (Eg DCM).

User's password is incorrect

- If a user with a LIMOSS SSO account enters the wrong password, they will see an error message similar to the one below:



- For most LIMOSS SSO users, their password is linked to their own organisation's IT account. Any password resets should be handled by their existing password recovery process or in-house IT team.
- Some LIMOSS SSO users may have created a Microsoft Live account when they first registered for LIMOSS SSO. These users can reset their passwords at <https://account.live.com/password/reset>

LIMOSS Service Desk cannot access, see or reset passwords for any users of LIMOSS SSO

Login IDs must match in both services

This step is only relevant to organisations with advanced management of their user accounts. Authorised Contacts are advised to highlight the information below to their IT teams

Aligning Lloyd's Login ID with LIMOSS SSO Login ID: Technical Summary

This information is only relevant to organisations who manage their own Azure Active Directory tenants and have multiple alias email addresses or alternate emails in addition to User Principal Names (UPNs) for their user accounts. Organisations that do not have multiple accounts for the same user can ignore this step.

If a user has registered in a Lloyd's service with one Login ID but is registered in LIMOSS SSO with a different Login ID, the user may not be able to access the Lloyd's service. For most users, the Login ID will be their primary SMTP email address.

- E.g. "Khan.A@BrokerA.com" is the user's Login ID used at Lloyd's but "Al.Khan@BrokerA.com" is the user's Login ID in LIMOSS SSO.
- One of these Login IDs could be the user's UPN and the other Login ID may be an additional email linked to that UPN.

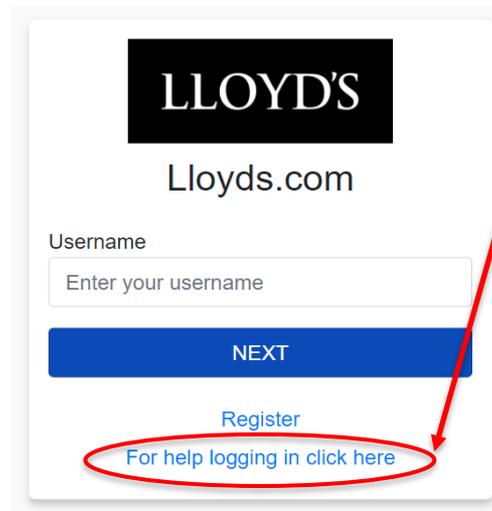
In some instances, Microsoft Azure is able to provide LIMOSS SSO with an additional email address. In these cases, the user's details can be amended without any impact to the user. If this cannot be done, the user may need to change the Login ID of either their LIMOSS SSO account or their Lloyd's application account. To help avoid this issue, it is recommended that all UPNs are enabled to accept SMTP email and that the same Login ID is used for both Lloyd's applications and LIMOSS SSO.

Organisations are advised to conduct a one-time check that relevant Lloyd's Login IDs match the LIMOSS SSO Login IDs before users attempt to access a Lloyd's service via LIMOSS SSO.

- A list of all user accounts in LIMOSS SSO – and any additional UPNs/email addresses held – can be requested via the [LIMOSS Service Desk](#). The Login ID for LIMOSS SSO users can also be seen via [DAP](#) and the ability to view additional emails/UPNs in DAP is due shortly.
- A list of all user accounts registered in the Lloyd's application can be requested either via a company's Delegated Admin or by contacting the [Lloyd's](#).
- Where discrepancies occur, the user can change their details in the Lloyd's system or in LIMOSS SSO. If changing a user's details in LIMOSS SSO, please speak to the [LIMOSS Service Desk](#).

Help and Support

- For support with Lloyd's services, users can click ["help logging in"](#) on the Lloyd's Log-in page or contact the Lloyd's App team



LLOYD'S
Lloyds.com

Username
Enter your username

NEXT

Register
[For help logging in click here](#)

- For support with LIMOSS SSO, users can contact the LIMOSS Service Desk:
 - Using the [Self-Service Portal](#)
 - By emailing ServiceDesk@Limoss.London
 - By completing the [Online Enquiry Form](#)
- Users who need a LIMOSS SSO account, and don't know their Authorised Contact, can request an account by:
 - Using the [Online User Registration Form](#)

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