

# Single Sign On (SSO) Solution

## What is Single Sign On (SSO)?

Single Sign-on (SSO) is a centralized session and user authentication service in which one set of login credentials can be used to access multiple applications. Grubhub currently supports SSO SAML 2.0 standards to enable corporate clients to log onto grubhub.com via their identity provider, such as: Okta PingIdentity, ADFS, Azure and OneLogin. If your SSO provider is not listed here, please confirm with your point of contact that we will be able to support your provider. Note that at this time, we are only providing an IDP initiated solution.

## What is SAML 2.0 Standard?

Security Assertion Markup Language 2.0 (SAML 2.0) is a version of the SAML standard for exchanging authentication and authorization data between security domains. SAML 2.0 is an XML-based protocol that uses security tokens containing assertions to pass information about a principal (usually an end user) between a SAML authority, named an Identity Provider, and a SAML consumer, named a Service Provider. SAML 2.0 enables web-based, cross-domain single sign-on (SSO), which helps reduce the administrative overhead of distributing multiple authentication tokens to the user.

## How does it work?

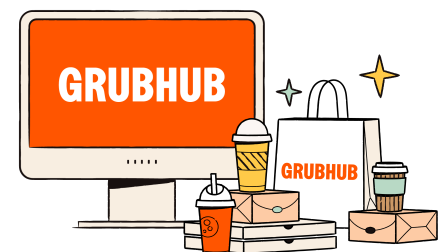


Your IT team sets up GH as a service provider to your SSO app using SAML 2.0.

A connection link along with a provider ID will be provided by Client Relations.



**SSO  
Provider**



Employees log onto their identity provider portal to access Grubhub and order.



# Single Sign On (SSO) Solution

## SSO Setup & Connection Info

Our Client Relations Associates will kindly request to have your SSO Certificate forwarded. This will need to be a plain text file with either a .txt, .crt or .cer extension with a block of encrypted text. We'll also need to make sure that your SAML assertions will match the following claims/attributes:

- first\_name
- last\_name
- email
- user\_id (see "User Identifiers" below)

Once we receive your certificate and set up the connection on our end, you will receive an SSO connection link and provider ID.

Connection link: [https://api-gtm.grubhub.com/SSO/SAML2/\[provider ID – provided by Client Relations\]](https://api-gtm.grubhub.com/SSO/SAML2/[provider ID – provided by Client Relations])

Example: <https://api-gtm.grubhub.com/SSO/SAML2/a716765a-efe0-4565-a3a5-a6f648079fa4>

Note: If your setup requires an entity ID, depending on which corporate site you've adopted, please use [grubhub.com](https://grubhub.com) or [seamless.com](https://seamless.com).

After you set up the connection link, we will ask to test with 2-4 employees listed on the account to make sure the connection is successful. Depending on existing setup, please be advised there may be additional troubleshooting steps needed and additional time to update all employees' accounts.

## User Identifiers

Grubhub requires a unique identifier for every diner accessing our site through SSO. It is up to each client to define and manage these unique identifiers. These identifiers must not change for a user once created. Some organizations use email, numeric ID or a username format for this purpose. If your company decides to change these identifiers, please contact [clients@grubhub.com](mailto:clients@grubhub.com) for assistance. If this identifier is meant to be case-insensitive, (such as alphanumeric login ID), please let us know as well.

# Single Sign On (SSO) Solution

## FAQs

### **Will my employees be able to login to Grubhub directly?**

No, your employees must log into your identity provider portal to access Grubhub.

### **Can employees reset their password from Grubhub directly?**

No, password resets must be completed via your identity provider.

### **Can we restrict login to SSO only?**

Yes, but this is a permanent setting. We will not be able to remove this restriction in the future.

### **Can employees log into the Grubhub app or mobile site with SSO on their smartphone?**

Yes, employees are able to log into the GH app via SSO.

### **How do we manage our employees' accounts (i.e removing user access)?**

Grubhub provides an automated SFTP solution that can help you manage your employees. Utilizing SFTP will be required if you are planning to add 3500+ employees. If you are not but may be interested in setting this up for your account, please reach out to the Client Relations team to see if this may be a good fit for your company. You can also utilize our corporate administrative portal and use our manual bulk upload CSV feature.

### **Do we need to change our SSO connection link or provider ID if we change our certificate?**

No, you can use the same SSO link and provider ID. We only ask that to minimize disruption, you send us the latest certificate ASAP and if your update needs to be scheduled, please let us know. Make sure this certificate is in a plain text file with either a .cer, .crt or .txt extension with a block of encrypted text.

### **Who can we contact if we come across any SSO issues?**

If you or any of your employees are unable to successfully log in to Grubhub using SSO, please contact [clients@grubhub.com](mailto:clients@grubhub.com) or 1-844-478-2249, option 3.