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TALEO CLOUD SERVICE

Oracle Taleo Business Edition

Oracle Taleo Business Edition (TBE) to Oracle Learn Cloud Single-Sign On (SSO) set up guide.

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Hardware and Software, Engineered to Work Together

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Advisory

- You should always ensure that you are working with the latest version of this document by getting the current version at this link:
  http://www.oracle.com/technetwork/documentation/default-1841567.html
- You should also review the Overview and Things to Consider section of this document to decide if this feature will work for your organization.

Overview

The TBE to Learn Single Sign On (SSO) is a self-service set up that may be enabled by a user/users with administration access to both TBE and Learn. Single Sign On from TBE can be set up to **only one** Learn Center within the Learn environment.

This feature can be set-up along with the TBE Employees to Learn Users data synchronization. The corresponding set up guide: '*Oracle Taleo Business Edition Employees to Oracle Learn Users Data Synchronization Set-Up Guide*' can be found at this link:
http://www.oracle.com/technetwork/documentation/default-1841567.html

Once the TBE and Learn configuration steps are completed in both TBE and Learn, TBE Users and TBE Employees will be able to Single Sign On into the defined Learn Center from the TBE Application, TBE Talent Centers and the TBE Employee Websites.

TBE Users can click on the Learn tab in the TBE Menu. In doing so, the TBE User will be logged into Learn as the TBE Employee that is linked to their TBE User.

TBE Employees, in the Talent Center or Employee Website, can click on the Learn tab in the EWS Menu or Learn link in the Talent Center header. In doing so, the TBE Employee will be logged into Learn.

Employee Website:
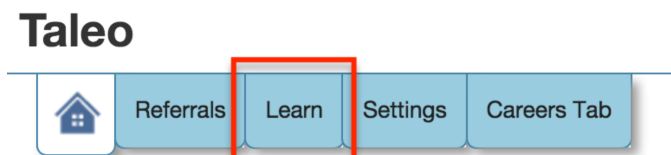
Talent Center:

- o The Learn tab will only appear if an Active Learn Connection exists in TBE.
- o The Learn User will be created in Learn and assigned membership to the specified Learn Center if one is found to not already exist; matching is done on the TBE Employee ID to Learn Standard Field Employee ID.
- o Learn will be opened in a separate browser window.
- o TBE Users will only successfully access Learn if they have a TBE Employee record linked to their TBE User.

Things to Consider

When considering whether or not to implement this feature, the following issues should be considered before moving forward.

1. **Are your Employees already logging into Oracle Learn Cloud?**
   When TBE to Learn SSO is enabled, Oracle Learn Cloud will create a new Learn User if an existing Learn User is not found based on the primary key comparison set up in the Learn Connection Configuration. Otherwise, the TBE Employee will be linked to the Learn User and logged in as this user.

   To avoid having 'duplicate' Learn Users created as a result of TBE Employees logging into Learn via SSO, a review of the data should be done before the service is enabled. The values of the matching fields from the TBE Employees and the existing Learn Users should be reviewed accuracy and corrected if needed.

2. **Are your Employees accessing Oracle Learn Cloud using any other Single Sign On (SSO) identity provider?**
   Oracle Learn Cloud support Single Sign On (SSO) into a Learn Center, or any of it's Sub-Learn Centers, from a single Identity Provider.

   If SSO is already set up for Employee access to Oracle Learn Cloud from another Identity Provider (IDP). SSO from TBE to Learn will only be possible to a Learn Center that is not already SSO enabled and is not a child Sub Learn Center of an SSO enabled Learn Center.

   In this case, TBE to Learn SSO would need to be to a new Learn Center that is not SSO enabled or that is not below any Learn Center that is SSO enabled.

   TBE to Learn SSO may not be beneficial in this set up.

3. **Will you Employees need to access Oracle Learn Cloud directly, not just from TBE?**
   When Single Sign On is enabled for a Learn Center in Oracle Learn Cloud, an alternate access URL is automatically made available and must be used to access the Learn Center directly. The previous URL will no longer work.

   If your employees are already accessing Learn, the manual access URL they use will need to be changed. This change should be fully communicated to your Learn User base prior to enabling SSO.

Additional details can be found here:
http://help.learn.taleo.net/Content/Products/Integrations/Learn%20SSO/SSO%20Alternative%20Access.htm

- **Do only some TBE Employees want to access the Learn Center via SSO?**
Once Single Sign On (SSO) is set up from TBE Talent Center to a Learn Center, all Employees accessing a TBE Talent Center will be able to access Learn from the Talent Centers.

  Setting up per user or set of users is not currently supported from the Talent Center.

Set Up Prerequisites

Before the TBE to Learn SSO can be set up, certain pre-requisite configuration will need to be performed on both TBE and Learn.

Enable Learn Integration for TBE Zone

- Customers must log a Service Request with Oracle Support providing their Learn URL and TBE Company Code requesting that the Learn Integration Service be enabled.
- Once Oracle Support has enabled the service, users with the Administrator role will have access to the UIs in TBE that allows them to configure the TBE to Learn SSO.

TBE to Learn SSO Configuration UI

If Learn Integration service is enabled for a TBE Zone, TBE Administrators will have access to 'Learn Integration' under Administration→Organization.

Following the 'Learn Integration' link will take the TBE Administrator to the 'Learn Integration: Connection Setup' UI where the Administrator will enter the information for the Learn environment to which the SSO for Employees should occur.

Learn Integration: Connection Setup

Before setting up the connection. You should:
1. Record the Learn target URL and Learn Service Provider ID needed for the connection.
2. Retrieve and save the Service Provider Metadata from the Learn instance.

Save **Cancel**	
General Information:	**Red** = Required Information
Learn target URL:	[ ]
Status:	Inactive ⬍
Learn Service Provider ID:	[ ]
Upload Service Provider Metadata:	Choose File No file chosen
Save **Cancel**	

Learn Set Up Prerequisites

Before a connection is set up in TBE, there is information that is required about the Learn environment that must be known. This will require first accessing the Learn environment to set up and retrieve the information. The TBE Administrator will need to have Specifically the Learn URL, Learn Service Provider ID and the Learn SP Metadata. How to use this information will be covered in the configuration steps below.

1. Create the Learn Center that **all** Employees will be taken to via the SSO from TBE. Record the full URL to the Learn Center.

   Learn Center URL: _____

Sub LearnCenters

▼ **Sub LearnCenter Filter**

Currently showing only active Sub LearnCenters

🚫 - Indicates inactive Sub LearnCenters
✔ - Indicates active Sub LearnCenters

[Show All]

▼ **Sub LearnCenters**   ➕ **Add Sub LearnCenter**

1 sub learncenter available, showing 1-1		
Sub LearnCenter		**Actions**
home/TBEPMG	✔	📖 ✏
1 sub learncenter available, showing 1-1		

Configuration Process Overview
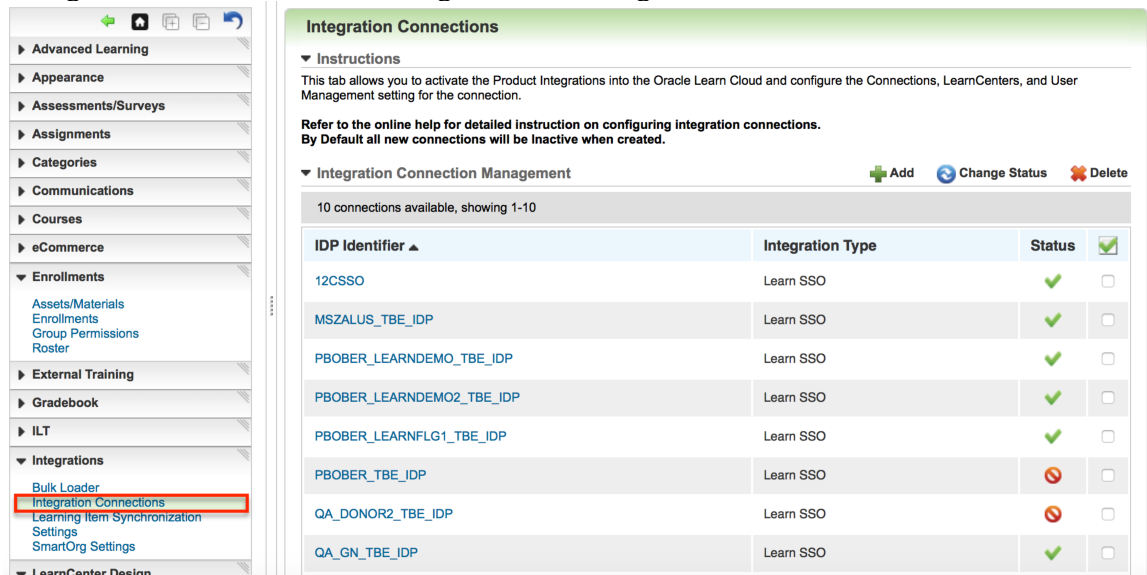
The process of successfully setting up a TBE to Learn SSO connection currently requires set up in both systems in a particular sequence. The sequential steps are covered below:

- Step 1: Retrieve SP Metadata from Learn
- Step 2: Create connection in TBE
- Step 3: Export the SSO Certificate from TBE
- Step 4: Complete configuration of the Connection in Learn
- Step 5: Set the Learn Center for the Connection in Learn
- Step 6: Configure User Management for the Connection in Learn
- Step 7: Activate the Connection in Learn

Configuration Steps

Step 1: Retrieve SP Metadata from Learn

- Log into Learn as an Administrator.
- Navigate to Control Panel→Integrations→Integration Connections

- In Integration Connections UI, click 'Add' to create a new connection record.

- Enter values for all of the required fields and click 'Save'. **Note:** at this point the fields are just being populated because a connection must exist in order to retrieve the Learn SP Metadata file. This connection may or may not be the one that is actually used for the TBE to Learn SSO.

- Once saved, click on 'Integration Connections' in the Control Panel menu. The new connection will be in the list of Connections.
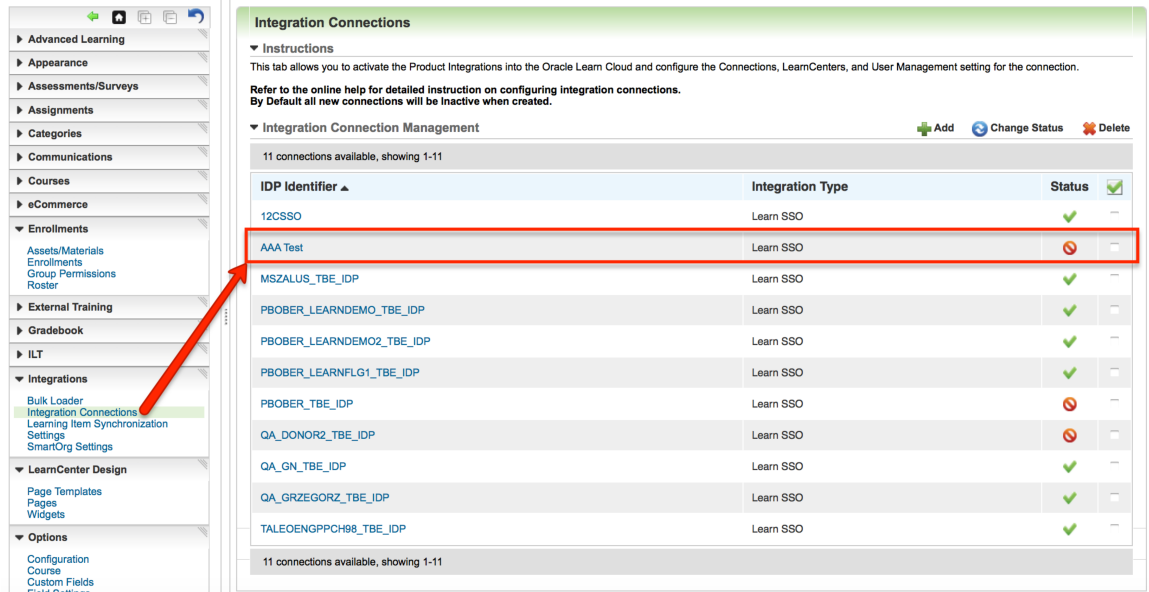
- Click on the 'XML' button that appears when you hover over the connection.
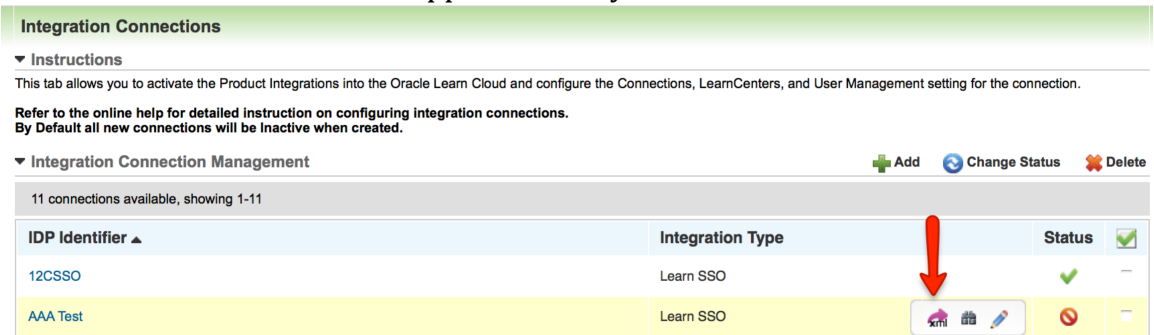
- The Learn SP Metadata file will be downloaded to your desktop.
- Record the Learn Service Provider ID value from the metadata file. The value in the entityID field.

Learn Service Provider ID: _____

Step 2: Create connection in TBE

The connection record in TBE can now be created. You will need access to the metadata.xml file downloaded from Learn in Step 1 above.

- Log into TBE as an Administrator.
- Navigate to Administration→Organization→Learn Integration
- Provide the information for the required fields:
  - Learn URL – the target URL of the Learn Center that Employees would be logged into via SSO. Base URL + Home +Learn Center Name. Example: https://stgtstlearnspt.learn.taleo.net/home/MTCDemo
  - Status – set to Active if the Learn tab is to appear for ATS and EWS after the connection is saved.
  - Learn Service Provider ID – this is available in the Metadata file that was downloaded from Learn.

  - Service Provider Metadata – Upload the metadata.xml file retrieved from the Learn Environment.

  - Click 'Save'.

- The Learn SSO connection will be saved. TBE will generate an 'IDP Identifier' and 'Authentication URL' that will both be needed to complete the configuration on the Learn side.
- Record the values needed for input into Learn:

IDP Identifier: _____

Authentication URL: _____

Learn Integration: Connection Setup ⚙ Back to Organization Setup

Before setting up the connection. You should:
1. Record the Learn target URL and Learn Service Provider ID needed for the connection.
2. Retrieve and save the Service Provider Metadata from the Learn instance.

Edit | Export SSO Certificate | Regenerate SSO Certificate

General Information:

Learn target URL:	https://stgtstlearnspt.learn.taleo.net/home/MTCDemo
Learn Service Provider ID:	http://stgsptsso.learn.taleo.net/fed/sp
IDP Identifier:	**MCOOK_TBE_IDP**
Authentication URL:	**https://chj.tbe.taleo.net/dispatcher/idp? orgCode=MCOOK**
Status:	**Active**

Edit | Export SSO Certificate | Regenerate SSO Certificate

- **Note:** At this point the 'Learn' Tab within the TBE menu structure becomes visible. The set up is not yet complete however. The additional setup steps should be completed before using the link to Learn from TBE (It will not work until all steps completed).

Step 3: Export the SSO Certificate from TBE

In TBE the Administrator can export the SSO Certificate for upload into Learn.

- o Navigate to Administration→Organization→Learn Integration.

- o Click the 'Export SSO Certificate' button. The certificate will be downloaded to your desktop.

Learn Integration: Connection Setup ⊙ Back to Organization Setup

Before setting up the connection. You should:
1. Record the Learn target URL and Learn Service Provider ID needed for the connection.
2. Retrieve and save the Service Provider Metadata from the Learn instance.

Edit | Export SSO Certificate | Regenerate SSO Certificate

General Information:

Learn target URL:	**https://stgtstlearnspt.learn.taleo.net/home/MTCDemo**
Learn Service Provider ID:	**http://stgsptsso.learn.taleo.net/fed/sp**
IDP Identifier:	**MCOOK_TBE_IDP**
Authentication URL:	**https://chj.tbe.taleo.net/dispatcher/idp? orgCode=MCOOK**
Status:	**Active**

Edit | Export SSO Certificate | Regenerate SSO Certificate

Step 4: Complete configuration of the Connection in Learn

The Learn administrator will not complete the configuration of the connection in Learn. A new Learn Integration connection can be created, or the one created in Step 1 above can be edited with the TBE information.

- o Go to Control Panel→Integrations→Integration Connections
- o Update/Enter the information for the connection:
    - o **IDP Identifier** → Enter the value from the TBE Connection from the previous step.
    - o **Unique Identifier:**
        - **IDP Identifier:** enter **TBE.Employee.id**
        - **Learn Unique Identifier:** select the Learn field **Employee ID**
    - o **Authentication URL:** Enter the value from the TBE Connection from the previous step.
    - o **SSO Certificate:** Upload the certificate exported from TBE in the previous step.
- o Click 'Save'

Step 5: Set the Learn Center for the Connection in Learn
- o Click on the 'Learn Centers' tab.

o In the 'Learn Centers' tab, click the 'Add+' button
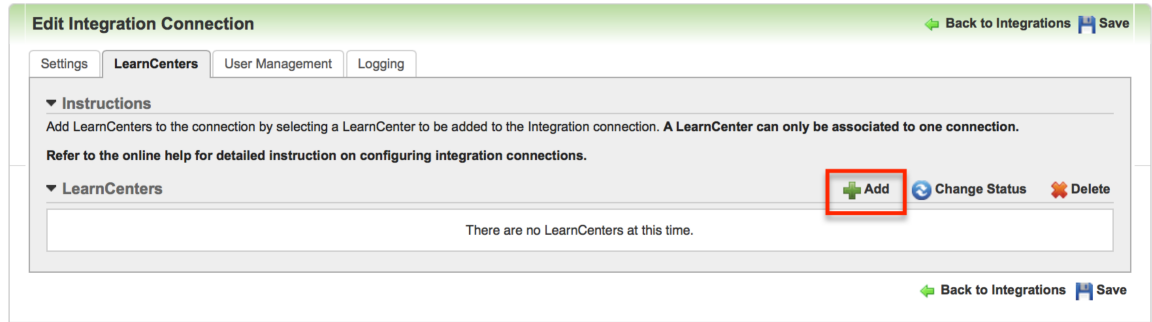
o Select the Learn Center, matching the value set in the TBE connection, to which the SSO will connect and click 'Return Selected' button. **NOTE:** The Learn Center will have to be set up prior to configuring the TBE to Learn SSO in Control Panel→Sub LearnCenters
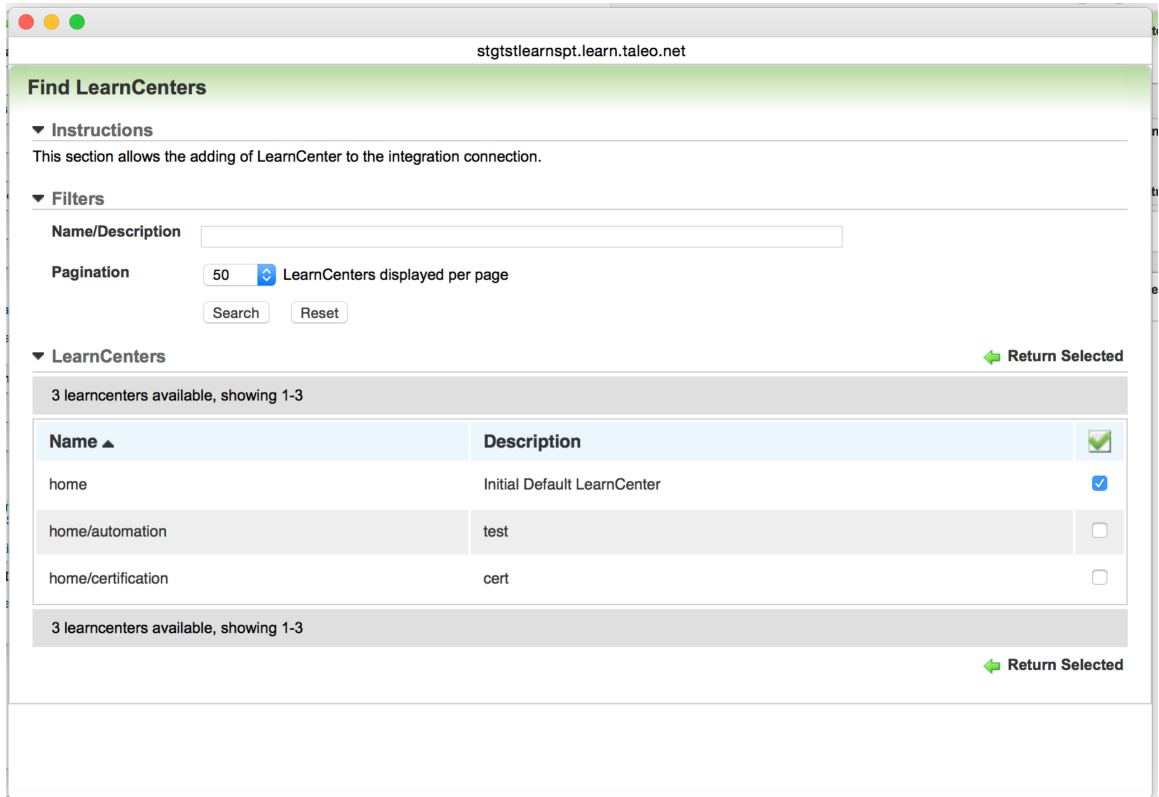
o Back on the 'Learn Centers' tab, select the Learn Center row and click 'Change Status' button. In the pop-up, click 'Change Status'.
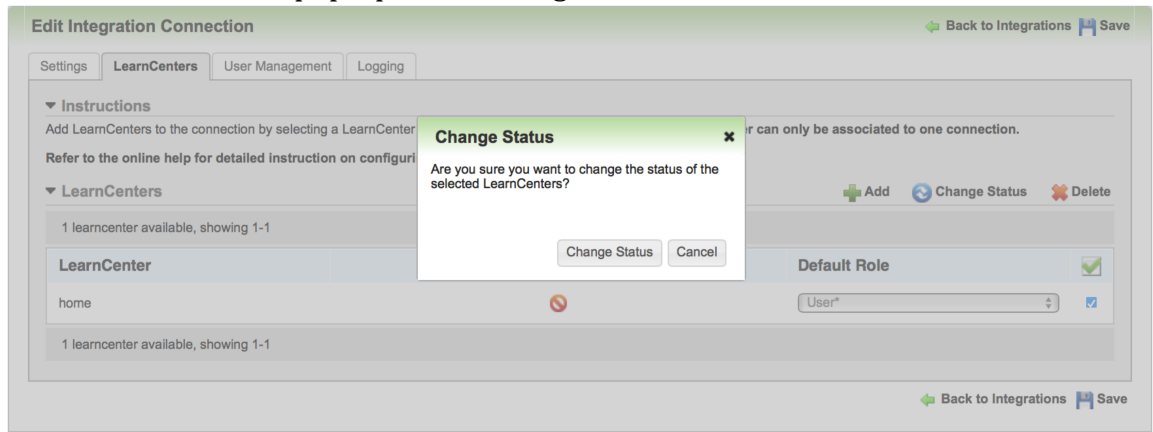
o The User Management icon will change to active icon.
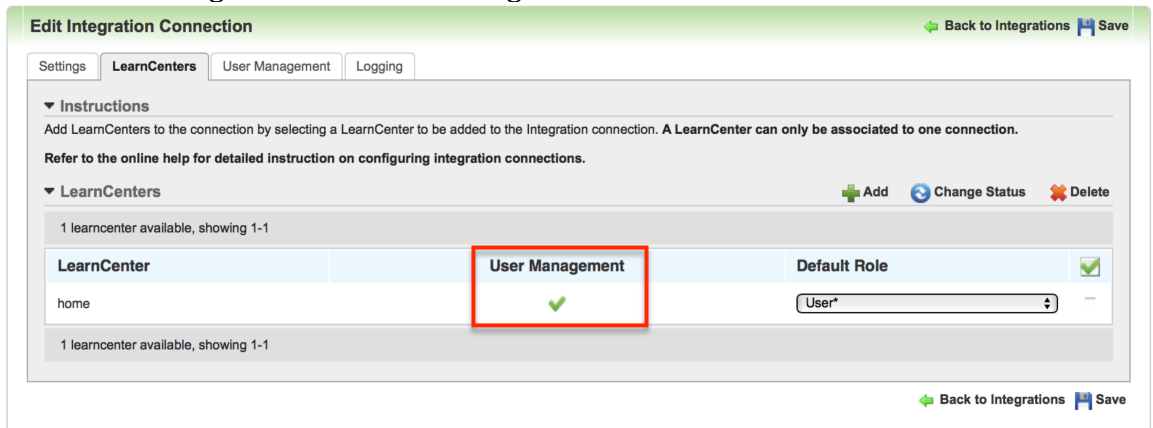
o Click 'Save'

Step 6: Configure User Management for the Connection in Learn

The required field mappings for the User Management must be set up.

- o Click on the 'User Management' tab

- o Enter the two required mappings for the TBE to Learn SSO.

Learn Center	IDP Field	User Field
All	TBE.Employee.id	Employee ID
All	<<TBE FIELD that is mapped to Learn Username>>**	Username

** IDP Fields that can be entered for mapping to username.
- • TBE.Employee.id
- • TBE.Employee.employeeNumber
- • TBE.Employee.ewsLogin → This is probably the best
- • TBE.Employee.email
- • TBE.Employee.firstName
- • TBE.Employee.lastName
- • TBE.Employee.middleInitial

Other IDP fields can be mapped to User Fields to be populated when the User record is created via SSO.

- o Click 'Save'

Step 7: Activate the Connection in Learn

- o Click on 'Integration Connections' in the Control Panel menu.
- o Select the Connection record/row and click the 'Change Status' button.
- o In the pop-up, click 'Change Status' to confirm.

- o The Status icon will change to Active

Troubleshooting

- **User clicks Learn tab in TBE/ATS**
  - **Learn does not open in separate browser window.**
    Browser settings may prevent opening of new browser window.
    Popup Blocker may be active.

  - **Learn Center does not exist.**
    The Learn Center URL in the TBE configuration is not correct. OR The
    Learn Center in Learn no longer exists.
    Reconfiguration must be done to ensure matching of URL on both
    sides.

    > **The LearnCenter you have requested is not available**
    >
    > Go Back
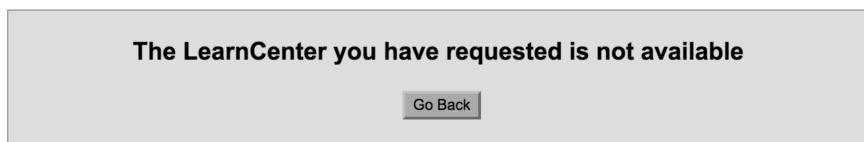
  - **Learn Center exists but is not the one configured for SSO from
    TBE in Learn from this TBE Zone.**
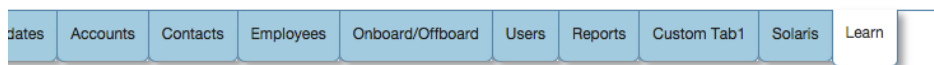   The Learn Center URL in the TBE configuration is not correct. OR The
    Learn Center in Learn no longer exists.
    Reconfiguration must be done to ensure matching of URL on both
    sides.

  - **User does not have an associated Employee record.**
    Users must have an associated Employee record in TBE. The
    Employee records are used to keep in sync with the Learn Users. SSO
    must know the Employee to determine which user to log into Lear as
    or whether to create a new Learn User or not.

 | dates | Accounts | Contacts | Employees | Onboard/Offboard | Users | Reports | Custom Tab1 | Solaris | Learn |

    You must have an associated Employee record in Active status to use this feature.

- **Employee clicks Learn Tab in EWS or Learn link in Talent Center.**
  - **Learn does not open in separate browser window.**
    Browser settings may prevent opening of new browser window.
    Popup Blocker may be active.

  - **Learn Center does not exist.**
    The Learn Center URL in the TBE configuration is not correct. OR The
    Learn Center in Learn no longer exists.

Reconfiguration must be done to ensure matching of URL on both sides.

The LearnCenter you have requested is not available

Go Back
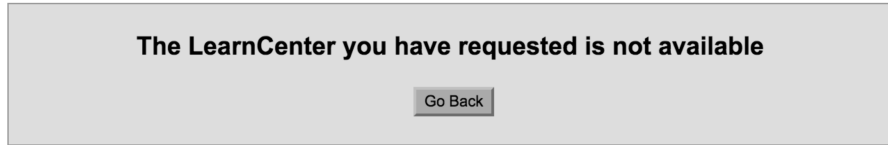
- o **New Learn User is not created for first access.**
  User Management may not be configured in Learn Connection correctly.

Document History

Date	Changed By	Comments	Version
6/27/2016	Mark Cook	• Initial version	16B1_V1
10/12/2016	Mark Cook	• Clarified what information needs to be provided in the Service Request to Oracle Support to enable the Learn Integration service in TBE. • Added the Things to Consider section.	16B2_V1