

Alchemer SAML Certificate Expires Oct 16, 2022

Please be advised that the current Alchemer SAML certificate expires on October 16, 2022. The effective date for the new certificate is October 10, 2022, and the certificate was added to the published SAML metadata on October 10, 2022.

To avoid possible disruptions in your team's ability to login via single-sign-on (SSO), please ensure that your SAML Identity Provider (IdP) can access Alchemer's SAML metadata [using these instructions](#).

Note that the certificate rollover only affects your single sign-on configuration (SSO). Most Identity Provider systems will read and process the metadata automatically and apply the new certificate, however, some systems may require your Identity Provider to be manually updated with the new certificate.

Please take the appropriate steps to configure your Identity Provider to automatically update SAML metadata using the "SP Metadata URL" found in each of your Identity Provider integration's setup pane(s). If automatic updates are not possible, please plan for manually uploading the new certificate. For more information on SAML setup, including how to manually download the new certificate, please visit [this help documentation](#).

If you have any questions, please contact Alchemer Customer Support at support@alchemer.com or by submitting a support ticket within your Alchemer account.

Related Articles