

# Configure Umbrella SSO Validation for Multi-Org Consoles

## Contents

---

### [Introduction](#)

### [Overview](#)

### [Common Issues](#)

#### [SSO Validation Step](#)

#### [SSO Does Not Work for a Few Accounts on the Console](#)

#### [Cannot Sign into Account when I Am SSO Enabled](#)

---

## Introduction

This document describes additional steps needed to configure single sign-on (SSO) for a multi-org parent console in Cisco Umbrella.

## Overview

When configuring single sign on in the presence of a multi-org parent console, additional steps are required. To get started, [see the Umbrella guide on configuring SSO for multi-org consoles](#).

## Common Issues

### SSO Validation Step

Validation popup redirects to the parent console rather than the SSO provider.

To resolve this issue:

1. Add the parent organization admin to the child organization directly as a **Full Admin** under **Admin > Accounts**.
2. Invite the existing user and accept the email-based invite.
3. Once added, validate SSO.

### SSO Does Not Work for a Few Accounts on the Console

Ensure all accounts that are doing SSO are added directly into the organization with SSO enabled. If not directly added (even with parent console sourced access), the accounts cannot be SSO enabled.

### Cannot Sign into Account when I Am SSO Enabled

If an account is activated on two organizations with SSO enabled, access to the dashboard is lost. The SSO redirect on [login.umbrella.com/sso](https://login.umbrella.com/sso) can display an error.