Seamless Access

FAQ

Improving federated access for users of Emerald Insight

What is SeamlessAccess?

SeamlessAccess simplifies federated access through Shibboleth/OpenAthens. Providing a quick and secure single sign-on, federated access allows users to access emerald.com/insight (and other enabled platforms) anywhere using their institution credentials.

For more general information about SeamlessAccess, visit: https://seamlessaccess.org/

When would the user benefit from SeamlessAccess?

If the user has been automatically authenticated via their institutional IP ranges, then they will not need to log in with their Shibboleth/OpenAthens credentials. Users can quickly check if they are authenticated, as the name of their institution will appear in the 'welcome message' on the top left of the page. When the user is not authenticated, they will see 'Guest user' in the welcome message.

Welcome Guest user

In this instance, the user can use SeamlessAccess to simplify login using their Shibboleth/OpenAthens credentials.

How does SeamlessAccess work?

SeamlessAccess is a service enhancement to our existing provision for federated authentication on Emerald Insight. Its main purpose is to simplify off-campus access - reducing the number of 'turnaways' to content which would otherwise have been made available via an institutional IP.

SeamlessAccess automatically recognizes if the user has previously selected their institutional affiliation during federated access and displays that institution (IdP) as the first option. This means that the user no longer has to search for their institution when logging in to each user session - reducing the steps to gain access to content and simplifying the user experience.

The **first time** the user interacts with SeamlessAccess

- An institution can be selected by clicking on the 'Access through your institution' button from the Login page.
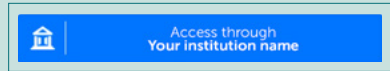
  Access through your institution

- This choice will be remembered by the users' browser for the duration of the session. The 'remember this choice' box will be automatically selected. If the user chooses to retain this selection, then their institutional affiliation will be remembered when using the same device.

  ☑ Remember this choice Learn More

If the institution has activated federated access on Emerald Insight, the user will be able to login using their Shibboleth/OpenAthens credentials. The user will then be permitted to access all content included in their institutions' holdings.

The **next time** the user interacts with SeamlessAccess

- After using the SeamlessAccess button, the chosen institution will be remembered by the users' browser and displayed on the button.

- By clicking the button the user will be taken to their institutional login page (or immediately directed to Emerald Insight if this the preference of your institution). Alternatively, they can access through another institution.

Can a user authenticate with more than one institution?

Users cannot select more than one institution at a time through SeamlessAccess, but they can change the institution that they are authenticated with.

Click the link underneath the button to select a new institution. By clicking on the 'Remember me' button will allow up to three institutional affiliations to be remembered.

What are the benefits?

With many courses taught online to an international student population, SeamlessAccess **improves off-campus access:**

Designed around user behaviour - Enables remote access for users who are not automatically authenticated through their IP or are choosing alternative access routes into content (e.g. via Google Scholar).

Improving the research journey - Users can easily access content across all platforms that use the SeamlessAccess provision using Shibboleth/OpenAthens single sign on (SSO).

Saves users' time and increases repeat visits - Allowing the user to remember the institution that they log-in with most frequently reduces the steps to gain access to one single click.

Reduce turnaways and increase usage - the improved turn-away messaging will encourage users to login with their Shibboleth/OpenAthens credentials. This will make it easier for users who should have access to emerald.com/insight, to get access and this authenticated use will then be reflected in COUNTER usage data.

A trusted and secure login - the institution's federated authentication service does not share any details about individual users. The only information that Emerald receives is confirmation that the user is or isn't affiliated with their chosen institution and the user's **identity provider** authenticates the user by vouching for their identity. All personal information and credentials remain by default with their **identity provider**, thus preserving user privacy on Insight.

Where are the SeamlessAccess buttoms located on Emerald Insight?

There are two routes to authenticate through SeamlessAccess:

1. Through the 'Find your institution' (WAYF) section www.emerald.com/login

2. From the 'turnaway page' – when a user attempts to access a piece of content on emerald insight (html or pdf) and they are not authenticated, then the SeamlessAccess buttons will appear at the top of the 'turnaway page'. If the content sits outside of the institutions' subscriptions, other access options will be displayed'.
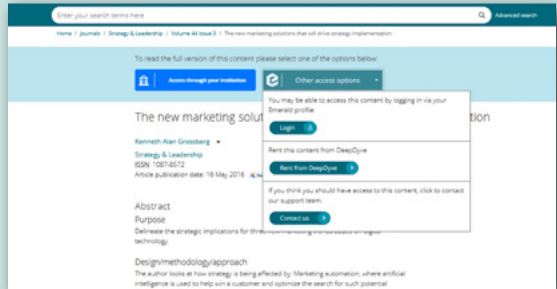
Which federations can use SeamlessAccess?

View a full list of federations that Emerald partners with.

Can we register a new IdP?

Institutions who are members of these federations but have not yet registered their entity IDs with Emerald may do so using this form or by contacting Customer Support: support@emerald.com

Can we register a new federation?

If you are a member of a federation that is not listed in the list, please email Customer Support: support@emerald.com

How does this work with other SeamlessAccess enabled platforms?

There are many platforms that use SeamlessAccess to authenticate users.

If the user is viewing content across multiple enabled platforms (e.g. the library portal or Google Scholar), SeamlessAccess will remember the institution that they signed in with on the first platform.

Do I need to pay to enable SeamlessAccess?

SeamlessAccess is an integrated authentication service based on Shibboleth/OpenAccess SAML and SSO. There is no additional charge to access this service. However, if a customer is not currently a member of a Shibboleth/OpenAthens federation, there may be a fee to join one. Contact Customer Support for more information: support@emerald.com.

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Administrator resources: https://tk.emeraldgrouppublishing.com/admin-resources
Emerald customer support portal: emeraldpublishinggroup.freshdesk.com/support/solutions