

1 FAQ – Avera CE Portal Single Sign On (SSO)

Q. Why was SSO implemented for the Avera CE Portal?

A. Single Sign On (SSO) authentication offers users the ability to log in once to access multiple services, applications, and accounts. One of the many benefits of using SSO is you can login to the Avera CE Portal using your Avera login credentials. There is no separate login username/password to remember - making it a hassle-free way to login.

Q. I don't remember my Avera network password? What do I do?

A. Single Sign On (SSO) authentication requires the use of your @avera.org email and Avera network password in order to login through SSO. For assistance resetting your network password, you must contact the IT Help Desk at 605-332-6000.

Q. Do I have to use my @avera.org email address to login?

A. No, you do not have to use your @avera.org email address to login to the Avera CE portal. However, if you do not use your @avera.org email address you will not have all the benefits provided through SSO, such as access to discounted employee registration rates, access to employee only educational opportunities, etc.

Q. I just logged in through SSO (Organization ID) and all of my past credits are missing. What do I do?

A. If you logged in through the SSO/Avera Network ID process and your account shows no credit earned even though you have previously had credit, we most likely have a duplicate account for you. Please contact the CE Team at averacontinuingeducation@avera.org for assistance with merging your accounts.

Q. How will SSO work for the Avera CE Portal?

A. To access your Avera CE Portal account, click Sign In from (located under the Avera logo). There will be 2 buttons to choose from: 1) Sign in with your Organization ID or 2) Sign in with your email and CE portal password.

If you are already logged in to a Avera Health computer and click the "Sign in with your Organization ID" button, you will automatically be logged into the Avera CE portal. If you are not already logged into a Avera Health computer or are using a personal device, you will be prompted to enter your Avera system network credentials (what you use to login to an Avera Health computer, Epic, etc.). Once complete, you will be logged into the Avera CE Portal.



2 FAQ – Avera CE Portal Single Sign On (SSO)

Q. I'm no longer employed by Avera and do not have an @avera.org email address. Can I still participate in Avera Health CE activities?

A. Yes, you can still participate in many Avera Health CE activities. However, some activities may not be visible to you on our [CE Calendar](#) or might not display a discounted employee price.

Q. Has the process to receive CME credits changed?

A. No, the process to claim CE credit has not changed. If you currently text in for credit, you will continue to be able to text in. The only thing that has changed is how you log in to the Avera CE Portal to view the calendar, register for conferences, view your credit transcript if you are an Avera Health employee and your Avera CE Portal account uses @avera.org

Q. How does this affect the CloudCME mobile app?

A. If you are an Avera Health employee, you will need to log out of the mobile app and log back in using the new single sign on process. Organization Code for the mobile app is **Avera**.

Avera CE Portal Login

