Sign in with SSO (your work account)

For organizations that use single sign-on: where the SSO button is and what its error messages mean.

For: Administrators, Managers, Employees · Updated November 21, 2026 ·
https://hipaacertify.com/index.php/support/article/sso-sign-in

If your organization uses single sign-on, you can sign in with the same work account you use for email.

1. Open your **organization's** login page. It looks like `hipaacertify.com/org/your-organization/login`, and it's the **Your Login URL** link in your invitation email. If you didn't get an invitation, ask your administrator for the link.
2. Click **Sign in with SSO**.
3. Sign in at your company's sign-in page if asked. You're returned to HIPAA Certify.

> **NOTE**
>
> The **Sign in with SSO** button only appears on your organization's own login page. It isn't on the general hipaacertify.com/login page.

Error messages

Message	What to do
No account found for this email. Please contact your administrator.	Your organization hasn't added you yet, added a different email, or can't add your email address automatically. Ask your administrator.
SSO is not enabled for this organization.	Sign in with your email and password instead, and let your administrator know.
Could not retrieve email from SSO response.	Your company's identity provider isn't sending an email address. Your IT team needs to fix the setup.
Your account has been deactivated…	Ask your administrator to reactivate you.

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Message	What to do
SSO authentication failed or **An error occurred during SSO authentication.**	Try again in a private window. If it keeps failing, tell your administrator; it usually means the SSO setup needs a correction. If you have a HIPAA Certify password, you can sign in with it in the meantime. If you never set one, use Forgot password.

Administrators: see Set up single sign-on for what each message means on the setup side.

Need more help? Visit https://hipaacertify.com/index.php/support or contact us at https://hipaacertify.com/index.php/contact.

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