Sterling

Client Login Experience | SAML Single Sign-on

Updated September 2023

Sterling provides a seamless, secure login experience

Introduction

At Sterling, our goal is to provide you with a seamless and secure login experience.

Our client login process provides you with the following benefits:

- A simplified experience
- Reduced time spent entering passwords
- Unified access for clients with multiple Sterling user accounts

This user guide will walk you through the client login experience.

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Before you begin...

If you log in to multiple accounts within the Sterling service that you use, it is essential that all of your accounts get set up under one set of credentials. Be sure to use the credentials for what you consider your "primary account" as you proceed through the steps below. If you only have a single Sterling account, just use those credentials.

Getting Started

Step One

Enter your email address and click the Launch your company login for single sign-on button.

Please Note: Depending on your account settings, you may see an Automatically launch your company login for single sign-on checkbox. If selected, you will bypass this screen during future login sessions.
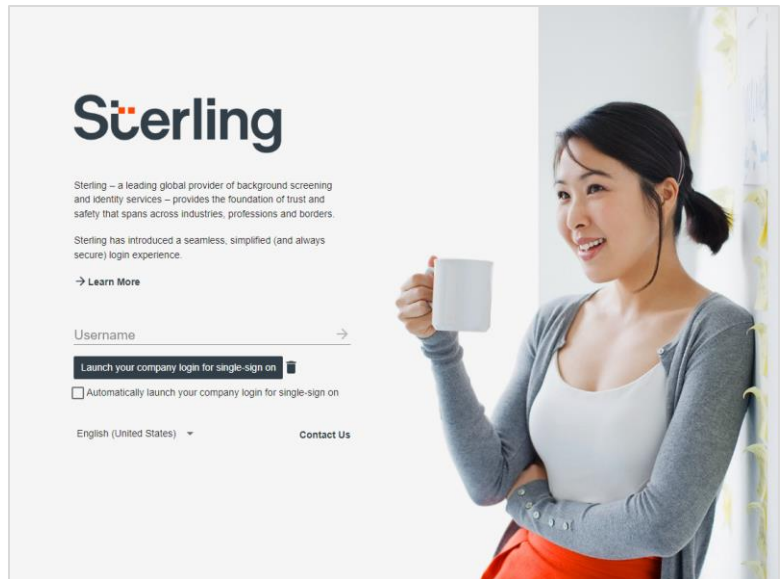
Step Two

Enter your company's Identity Provider login credentials and click Next.

Please Note: If you are already logged in with your provider, this step will be automatically skipped.

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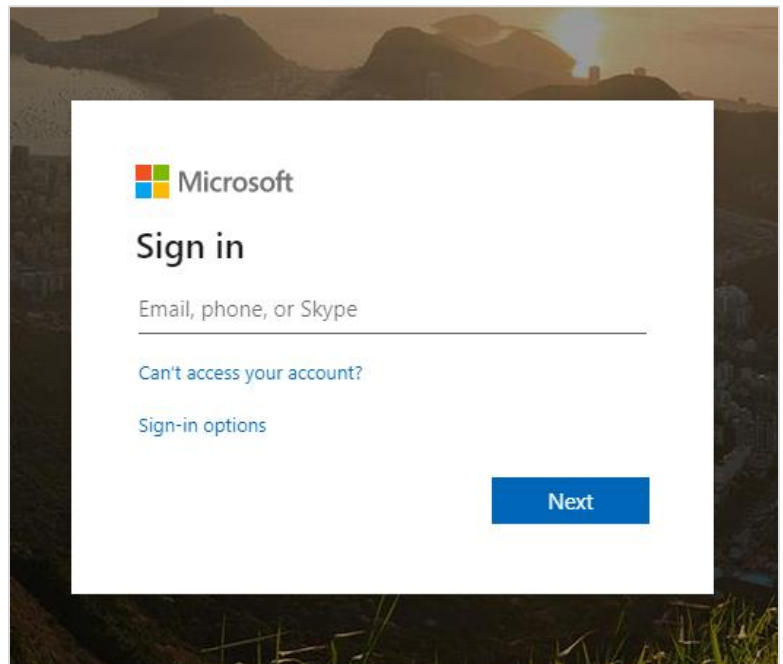
Step Three

You will now see your accounts displayed in the Account Dashboard. If you need to add an account(s) manually, simply select a Sterling service where you have an account, enter the username and password, and click Add.

For accounts that have automatically been added, you can select Go to access a specific account. You also have the option to Remove an account from your list if it is no longer needed. If you have multiple accounts, the display will be organized by services.

Please Note: You may choose to nickname your account. This is especially helpful if you have more than one account linked to one username. This nickname will only appear on the Account Dashboard.
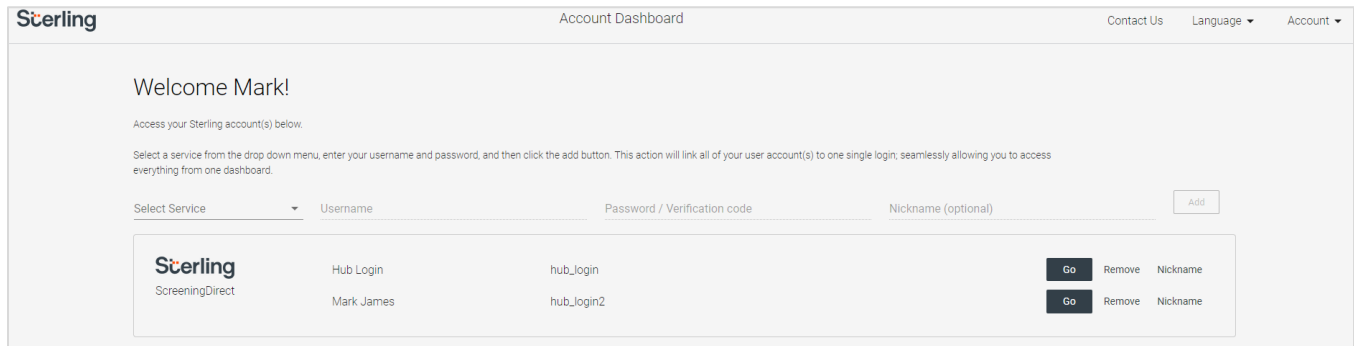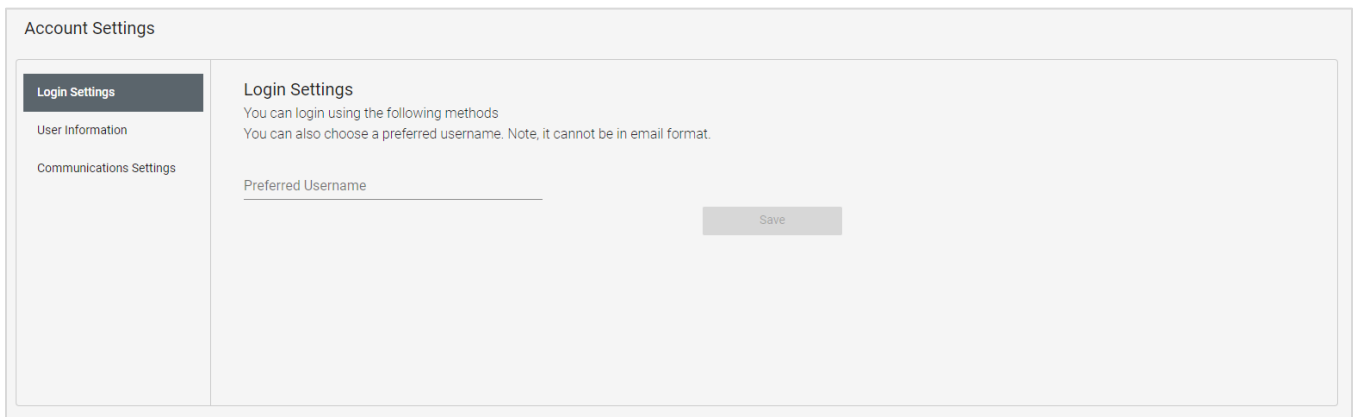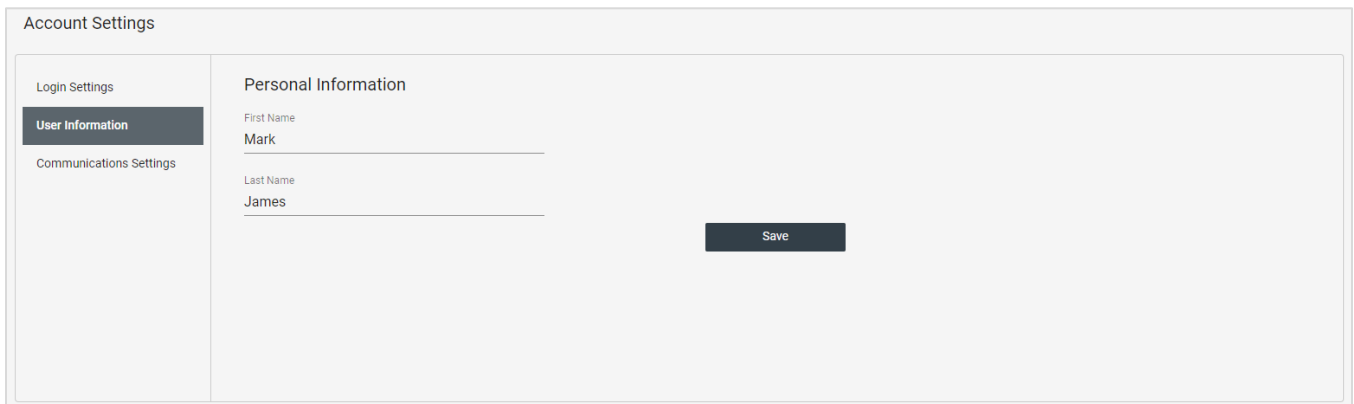
Settings

Once you have accessed your Account Dashboard, you will see an Account dropdown on the top right side of the screen. If you click this dropdown and select the Settings option, you will be able to update your Login Settings, User Information, and Communications Settings.
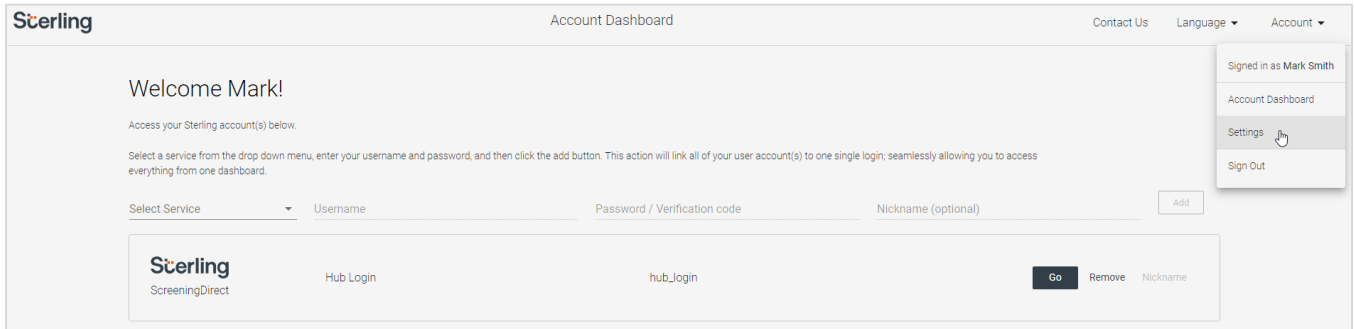
Under Login Settings, you have the option to update the username you use during the login process.

Under User Information, you have the option to update your First Name and Last Name.

Under Communication Settings, you have the option to update the email address tied to your login.

Account Settings

Login Settings

User Information

Communications Settings

Communications Settings

Email Address
mark.james@sterlingcheck.com

Save