

Improving the User Experience



Overall Goal for UI

- AuthN UI provides hints of a continuing process across each page
- UIs are the same every time you visit them
- UIs always have links to describe what's happening and how to get help
- Don't create a path where the user can get “stuck” without a route back



Service Provider (UI)

- Brand etc/shibboleth/*Error.html templates, particularly sessionError.html OR
- Use redirectErrors option to send errors to a web page of your choosing
- Direct users to contact **your** support staff, **not** their home organization's
- For complex apps, favor “lazy” sessions over requireSession; more control over timeouts, SSO features, maybe give isPassive a try?



Service Provider (UI) cont.

- Given a set of attribute and policy requirements:
 - With requireSession, implement access control via XML or htaccess
 - Customize web server's 403 response or add access="accessError.html" property to <Errors> config
- With a lazy session, interject a "policy checker" page between SP and the initial "target" resource:
 - Old: /Shibboleth.sso/Login?target=
 - New: /Shibboleth.sso/Login?target=%2Fcgi-bin%2Fvalidate.cgi%3Freturn%3Dtarget



SP Missing Attribute Page



Shibboleth.

Login Unsuccessful

Your Identity Provider did not release enough information for our services to properly identify you. You will need to contact an Identity Provider administrator to enable the release of the appropriate information, or alternatively use an alternative Identity Provider with a more liberal policy.

You may direct your technical staff to this [infrastructure page](#) for specific technical details on configuration and our policies regarding the information we receive.




Discovery Service

- Use Embedded DS when you can
 - when using Centralized DS make it as neutral as possible
- Carry SP name, description, logo on page
 - use SP hostname/entityID if UI info not available
- Don't support “always remember selection”
- Provide link to clear documentation about what is happening
- Provide clear contact information for people who don't see their IdP



Centralized Discovery Page



no prominent brand

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whats happening?

in order to log in to this service, please select the home organization with which you're affiliated

type as you search

Type the name of your organization:

No service name, description, logo

Or choose from the following list:

don't display at same time as search

Aberdeen College

Need assistance? Send mail to contact@shibboleth.net.

contact information



Identity Provider

- “Brand” error, login, and attribute consent pages
 - error page: src/main/webapp/error.jsp
 - login page: src/main/webapp/login.jsp
 - consent pages: viewer/webapp/*.jsp
- Place contact information on all pages
- Keep each page focused on one job
 - corollary: don't try to turn the login page into the user management portal



IdP Login Page

- Detect and trap lack of LoginContext
 - happens when people bookmark the authn page
- Display SP name, description, logo
 - use hostname or entityID if UI Info not available
- Use the word “continue” for the form submit button
- Be sure to check for errors returned from authn
- Provide link to clear documentation about what is happening



IdP Attribute Consent

- Install uApprove
 - even if consent isn't **required**, informing the user is a good thing
 - displaying opaque data (e.g., ePTID) is not helpful
- Do everything you did on the login page



IdP Login Page

clear brand



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what is happening?

service identifier

Please enter your Shibboleth.net username and password in order to log in to the service <https://wiki.shibboleth.net/shibboleth>

Username:

Password:

Continue

continue, not login, submit, etc.

If you are experiencing problems logging in or are unsure why you received this page, please contact our support staff at contact@shibboleth.net

user support info

whats missing: service name, description, logo



Login Page Error



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Please enter your Shibboleth.net username and password in order to log in to the service <https://wiki.shibboleth.net/shibboleth>

Username:

Password:

Authentication failed. Please try again.

If you are experiencing problems logging in or are unsure why you received this page, please contact our support staff at contact@shibboleth.net



Login Page Direct Access



It appears that you are attempting to directly access this page. Instead, please start your log in process at the service you wish to access. If you bookmarked this page, please remove the bookmark in order to avoid receiving this message again.

If you are experiencing problems logging in or are unsure why you received this page, please contact our support staff at contact@shibboleth.net



IdP Error Page



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ERROR

An error occurred while processing your request. This most occurs due to:

- Using of the web browser's back button to attempt to access the login page or another page. This can be resolved by returned to the service you wish to access and trying to log in again.
- Your web browser not supporting cookies. This can be resolved by enabling cookies. See your browser's documentation for information on how to do this.
- A misconfiguration at the service provider that resulted in you being sent here by mistake. To resolve this you will need to contact the support staff for the service provider.

If you are still experiencing problems logging in or are unsure why you received this page, please contact our support staff at contact@shibboleth.net. Also, please note the current time and service you were attempting to access as this information may help the support staff determine the issue you are experiencing.

