# SSO Login doesn't work as expected

## Goal:

Trying to login to Incorta using SSO

## ****The issue:****

The customer cannot log in to Incorta using the SSO ADFS Azure and redirect it to the HTTP page.

The customer asked to log in with the password again after sync with the SSO account

## ****The reason:****

* The customer does not follow our regular process/assumption that SSO users are created via DirSync.
* After the users are created from the Incorta UI, the regular Incorta password policy check blocked those users by setting as dirty.
* When we manually switch a user from an Incorta owned user to an SSO user, we need to change both User Type and Dirty Flag from the backend.
* users imported from LDAP will have the type as configured in the LDAP.properties file, so if you want to import then as internal you can change it. Type =1 means they will be authenticated against the LDAP, not incorta.

# Solution

Those users(SSO USers/LDAP Users) already should have Type =1, dirtyflag=0 and update those values from the back-end through Incorta Metadata.

# Related Topics

<https://incorta.zendesk.com/agent/tickets/6275>

<https://incorta.zendesk.com/agent/tickets/6069>

**Important Jira:**

[[](https://incorta.atlassian.net/browse/INC-12967)INC-12967](https://incorta.atlassian.net/browse/INC-12967) - Ignore DirtyFlag for SSO and LDAP enabled tenants Resolved