1.

Jive is the provider of enterprise collaboration solutions and customer support communities. It is a vendor company providing its online communities platform for customer engagement and support. Customers can have a jive account to login into the community space and get updates, share their experience on different forums, and check out anything community admins want to share with their user base.

Jive is the new HEALTHSTREAM community.

2.

Currently only NRP users are given access to Jive. The accounts are created using a WARP event that triggers multiple API calls to create a Jive account and give access to the NRP space. Once the user has a Jive account they can login to the HLC and SSO over to Jive. STS holds the login information on the HealthStream side, and is the source of truth for customer login.

Users that SSO over without going through the NRP work flow will get a Jive account created on SSO only if they have a Person ID, but will not be granted access to ANY space. In the event that the HLC user does not fall under the NRP workflow and does not have a person ID, attempts to SSO to jive will generate an error Page.

Users will have their NRP space access removed if they become inactive NRP users, but they will continue to have access to Jive.

3.

Jive API calls – These are used to create a user account and grant/remove access to JIVE. They are triggered based on the user satisfying NRP workflow needs and becoming eligible to get access to Jive and enrolling in an eligible NRP course.

SSO – Single Sign On. Users who have an HLC account and a linked Jive account using their HealthStream ID can login into the HLC and SSO over to Jive using an SSO redirect URL. STS stores login information and passes it over to Jive.

SLO – Single Log Off. Users who have an HLC account and a linked Jive account using their HealthStream ID can login into the HLC and SSO over to Jive using an SSO redirect URL. When they log off of the HLC, they get logged off Jive, as STS is the source of truth. It’s a one way SSO, so if the user logs off of Jive, it will not log the user out of the HLC.

4.

Next we’ll look at an NRP work flow for the user to get access through an API call.

The API call uses the information from the person DB and uses person ID, Email Address, First Name and Last Name from the user’s Healthstream ID. The person ID is used by Jive and is called an external ID in jive. This ID is used by HealthStream and Jive to recognize users when an SSO is request is made.

5 – 23.



24.

SSO - Once the user completes the above workflow and gets enrolled into the course, the user can SSO over to jive using a course attachment called Instructor tool kit. When the user opens this course attachment Instructor toolkit, they SSO over to Jive and log into the account created by the API call.

25 – 28.