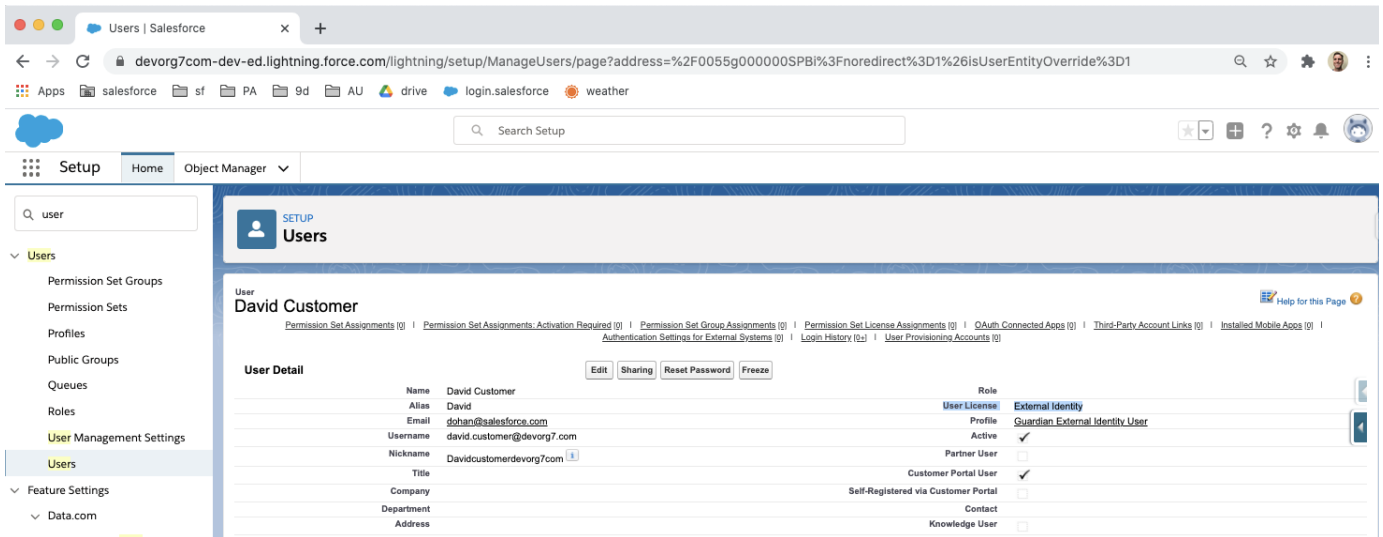# Set up an External Identity User

Background

To enable a customer as a Customer Community user, they must first have an Account and Contact record. From the Contact record, the Community user is created and the User is linked to the Contact.

When using an org as an Identity Provider for Single Sign On, the customer can be created as a User only (Contactless User). Then in the Service Provider org, the customer will be set up with the User, Contact and Account.

When creating a customer as a Contactless User, the User is assigned an External Identity license instead of a Customer Community license. Note that a customer with a User, Contact and Account record can also be assigned an External Identity license.

Contactless User Screenshot below

- User License = External Identity
- Contact = null

Configuration

Profile

Ensure the following profile configuration is performed in the Identity Provider org:

- The profile must be related to the External Identity License
- Check *API Enabled* permission
- Assign the profile to the Connected App of the Service Provider

Settings

- Setup > Users > User Management Settings > Enable *Contactless External Identity Users*

Code

Create Contactless User

Note that this operation can be performed via apex code or API

Refer to Help page: https://help.salesforce.com/articleView?id=users_contactless_users_create_users.htm&type=5

```
--Create External Identity User in Identity Provider org
User u = new User();
u.FirstName = 'David';
u.LastName = 'Customer';
u.Email = 'dohan@salesforce.com';
u.Alias = 'David';
u.Username = 'David.customer@devorg7.com';
u.CommunityNickname = 'Davidcustomerdevorg7com';
u.FederationIdentifier = 'David123';
u.LocaleSidKey = 'en_AU';
u.TimeZoneSidKey = 'Australia/Sydney';
u.ProfileID = '00e5g000000Hj47'; //Guardian External Identity User
Profile Id
u.LanguageLocaleKey = 'en_US';
u.EmailEncodingKey = 'UTF-8';
insert u;
```

Create Contact and link to User

Either create a new Account or link the Contact to an existing Account

Refer to Help page: https://help.salesforce.com/articleView?id=users_contactless_users_upgrade_users.htm&type=5

```
--Create Contact for External Identity User in Identity Provider org
Account a = [SELECT Id FROM Account WHERE Id = '0015g0000038e7IAAQ'];
//Account that is storing the customers
Contact c = new Contact();
c.FirstName = 'David';
c.LastName = 'Customer';
c.Email = 'dohan@salesforce.com';
c.AccountId = a.id;
insert c;
User u = [SELECT Id FROM User WHERE Name = 'David Customer'];
u.ContactId=c.id;
update u;
```

Upgrade User to Customer Community License

```
--Update External Identity User Profile to Customer Community User
Profile in Identity Provider org
Profile p = [select id from profile where name='Guardian Customer
Community Plus Login User'];
User u =  [select Id from User where Name = 'David Customer'];
u.profileId = p.id;
update u;
```