



Ombudsman Connect for Business: Onboarding technical information guide

**Prepared by the
Financial Ombudsman Service**

June 2025

Ombudsman Connect for Business: Onboarding technical information guide

Ombudsman Connect for Business makes the Financial Ombudsman Service more accessible, user-friendly, and efficient. It will allow your business to self-serve at your convenience by offering a range of features that streamline the way you interact with us.

When you request access to Ombudsman Connect for Business, we will need to know about:

1. The business(es) access is required for (businesses' full name and Financial Conduct Authority (FCA) reference number)
2. The full name and email address of your appointed administrator
3. Your email domain names
4. Your identity provider (IdP)
5. Your chosen method of authentication and associated technical data, if federated authentication is selected.

This document details the technical information we need from you to access Ombudsman Connect for Business. It covers points 3, 4 and 5 in the list above.

We recommend that you share this document with your relevant Information Technology (IT) teams.

Once you have obtained all the relevant information, you can share it, along with points 1 and 2 in the [Access request form which you can find on our website](#).

Technical information required to access Ombudsman Connect for Business

Your email domain names

To prevent invitations being sent to people outside of your organisation who should not have access to Ombudsman Connect for Business, we need to know the email domains of all your expected users – for example, @domain1.com and @domain2.co.uk.

Please provide all the domains you want permission for. After your access has been granted, your appointed administrator user can request any updates to domain requirements by contacting our Technical Helpdesk during operating hours, or by using the [enquiry form](#).

Your identity provider (IdP)

We need to know the identity provider (IdP) you use to authenticate your users. Examples include, Microsoft, Google Workspace, Ping, Okta, etc.

If you use multiple IdPs, please state the primary IdP you use to authenticate your users.

Authentication method

We offer three authentication methods for you to authenticate users in Ombudsman Connect for Business:

1. OpenID Connect (OIDC) federation
2. Security Assertion Markup Language (SAML) federation
3. No federation – users will be required to use multi-factor authentication (MFA)

Options 1 and 2 enable federated single sign-on. User authentication will occur within your business's identity provider. You will need to configure an OIDC or SAML federation. And you need to give us additional information to complete the federation setup (further information below).

Option 3 does not require an established federation. Users will be directed to create a username and password, using multi-factor authentication (MFA) once they have received their user invitation.

When completing the Access request form, please confirm which method of connection in Section D3 you are choosing. Please select only one option.

Federation configuration

OIDC federation

The information below details the steps required to configure an Ombudsman Connect for Business OIDC federation.

1. You will need to set up an OIDC federation using either of the Redirect / Sign In URIs below:

<https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/oauth2/authresp>

or

<https://login-portal.financial-ombudsman.org.uk/1f3a9ee5-b4cd-41ec-bd0b-9035fafd6605/oauth2/authresp>

Please note, if using OKTA IdP, under 'general settings', select 'grant type' as 'authorisation code'.

2. Once you have set up the above, please share the following data with us:
 - your domain name(s)
 - your application/client ID – as generated in the IdP when the federation set-up is complete
 - your client secret – as generated in the IdP when federation set-up is complete
 - your OpenID configuration endpoint, as available in the IdP

Example

- **client ID example:** 25c9462f-7726-4b08-a6e4-0bec43b23e3c
- **client secret example:** 7ddbbf28-7bd5-40e4-b6d0-2d797dc065dc
- **OpenID configuration endpoint example:** <https://auth.pingone.com/21a2bd01-a3ff-4fcc-989e-9cb55a917c4e/as/.well-known/openid-configuration>

SAML federation

The information below details the steps required to configure an Ombudsman Connect for Business SAML federation.

1. You will need to set up a SAML federation using the data below.

ACS (Assertion Consumer Service) / SSO (Single Sign On) URL:

https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp/samlp/sso/assertionconsumer

Entity ID / Audience ID / Audience Restriction:

https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp

Mandatory claims to be set up

Subject NameID Format

Persistent /

urn:oasis:names:tc:SAML:2.0:nameid-format:Persistent

2. Once you have set up your SAML federation, please share the following with us:
 - a. your domain name
 - b. metadata URL (as generated in the IdP when federation setup is complete).
Metadata URL to contain the information below:
 - tenant end points
 - tenant entity ID
 - redirection URL
 - certificate
 - domain name

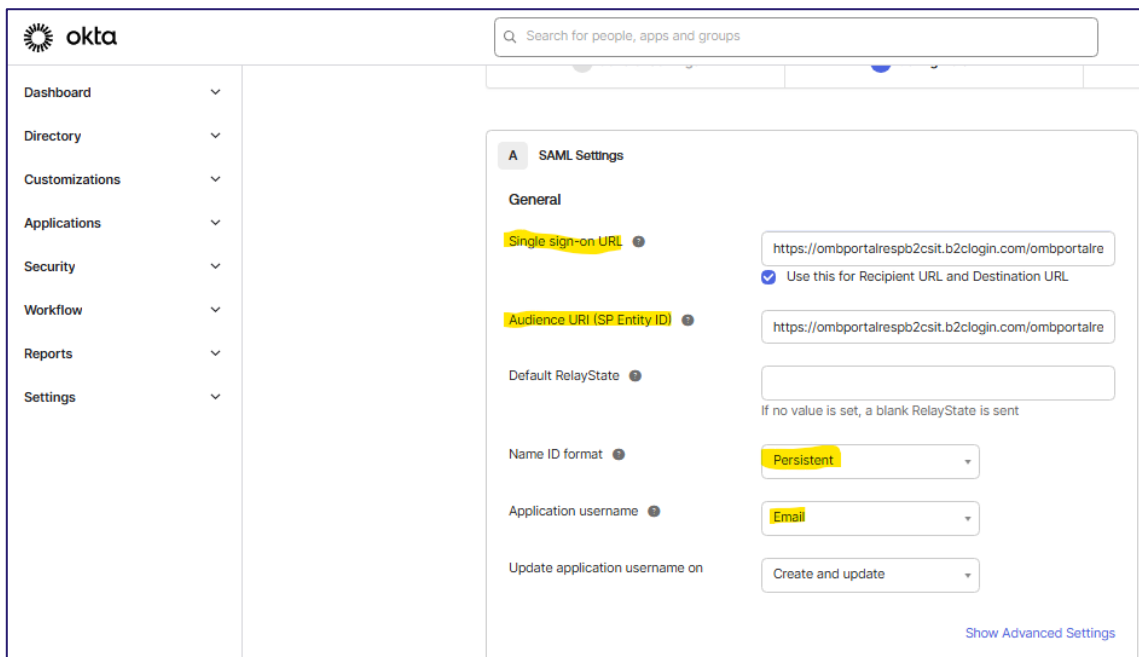
Example

- **domain example:** fostst.org.uk
- **metadata URL example:** <https://login.microsoftonline.com/6817fbca-7e3a-4c1b-8789-9fd03adf065c/federationmetadata/2007-06/federationmetadata.xml?appid=eb596dee-cad0-4005-861e-9944b2fd24ff>

Okta IdP SAML app setup – step by step guide

1. Enter our SSO URL (below) and select the box to use the same URL for the recipient URL and destination URL:
https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp/samlp/sso/assertionconsumer
2. Enter our audience URI (SP entity ID) (below):
https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp
3. Name ID format to be used as: Persistent
4. Application username as: Email

5. Share your domain name(s) and federation metadata URL. Metadata URL to contain the information below:
 - tenant end points
 - tenant entity ID
 - redirection URL
 - certificate
 - domain name



The screenshot shows the Okta SAML Settings page for application 'A'. The left sidebar contains navigation links: Dashboard, Directory, Customizations, Applications, Security, Workflow, Reports, and Settings. The main content area is titled 'SAML Settings' and includes a search bar. Under the 'General' tab, the following settings are visible:

- Single sign-on URL:** <https://ombportalrespb2csit.b2clogin.com/ombportalre...> (checked for Recipient URL and Destination URL)
- Audience URI (SP Entity ID):** <https://ombportalrespb2csit.b2clogin.com/ombportalre...>
- Default RelayState:** (empty field, note: If no value is set, a blank RelayState is sent)
- Name ID format:** Persistent
- Application username:** Email
- Update application username on:** Create and update

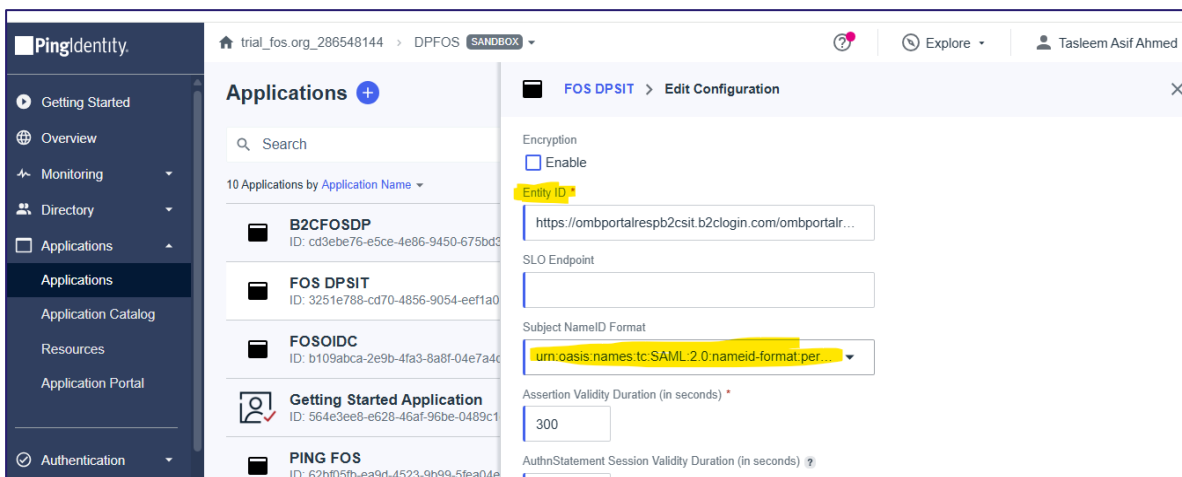
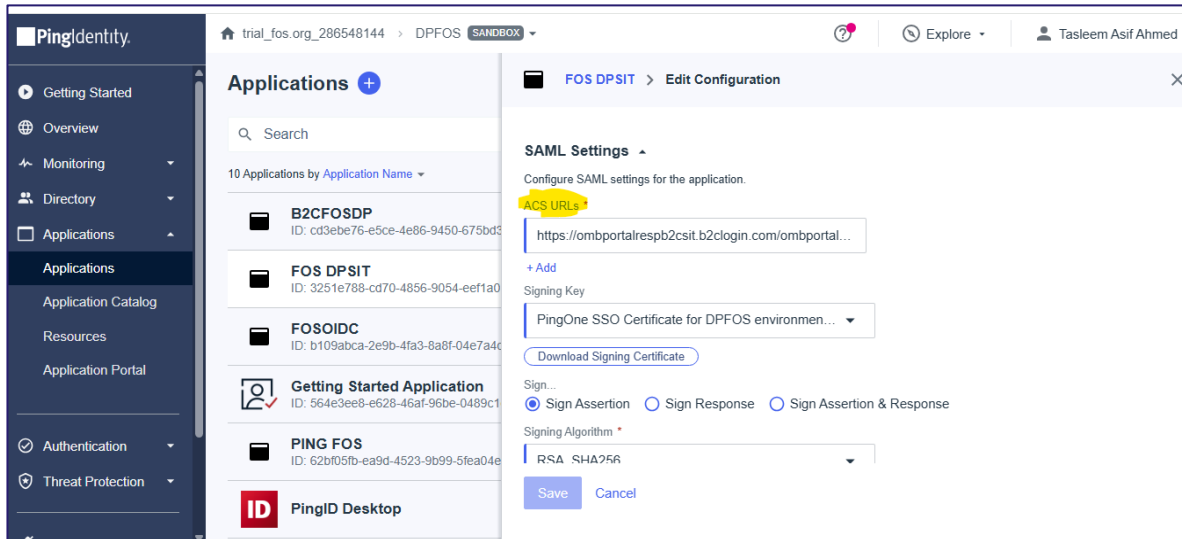
A link for 'Show Advanced Settings' is located at the bottom right of the settings panel.

Ping IdP SAML app setup – step by step guide

1. Enter our ACS / SSO URL (below) and select the box to use the same URL for the recipient URL and destination URL:
https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp/samlp/sso/assertionconsumer
2. Federation metadata URL: choose 'signing key' and download the 'signing certificate'
3. Enter our entity ID (audience URL):
https://login-portal.financial-ombudsman.org.uk/ombportalrespb2c.onmicrosoft.com/B2C_1A_TrustFrameworkBase_fosresp_dp
4. Name ID format to be used as: urn:oasis:names:tc:SAML:2.0:nameid-format:Persistent

5. Share your domain name(s) and federation metadata URL. Metadata URL to contain the information below:

- tenant end points
- tenant entity ID
- redirection URL
- certificate
- domain name



Additional technical/security notes

1. To address any network/security restrictions at your domain level, speak to your security team.
2. If you follow security group-based access to see your application, you will need to add the required users to a security group specific to Ombudsman Connect for Business access.
3. Remember to update your secure sockets layer (SSL) in the Ombudsman Connect for Business federation. Please ensure that you share any metadata updated after a federated relationship is established.

FAQs

Q. Does Ombudsman Connect for Business support MFA?

Ombudsman Connect for Business can enable MFA. If you are not using federation, you will need to create a local user account using MFA.

Q. How do I configure Okta for use with OIDC?

Detailed documentation available on: https://help.okta.com/en-us/content/topics/apps/apps_app_integration_wizard_oidc.htm

Q. How do I configure Okta for use with SAML?

Detailed documentation available on: <https://help.okta.com/oag/en-us/content/topics/access-gateway/add-app-saml-pass-thru-add-okta.htm>

Q. How do I change my secret (rotation)?

If you are on Okta IdP, refer to this document link: <https://help.okta.com/en-us/content/topics/apiservice/api-service-integration-rotate-client-secret.htm#:~:text=To%20rotate%20the%20client%20secret,and%20delete%20the%20old%20secret.>

If you are on Ping IdP, refer to this document link: https://docs.pingidentity.com/pingone/applications/p1_rotate_client_secret.html

Q. What happens when my SAML certificate is expiring?

If you are on Okta IdP, refer to this document link: https://support.okta.com/help/s/article/Okta-Certificate-will-expire-Does-the-Okta-admin-need-to-take-any-measure?language=en_US

If you are on Ping IdP, refer to this document link: <https://support.pingidentity.com/s/article/What-do-I-do-when-a-SAML-Certificate-is-Expiring>

Q. Do you support SAML authentication request signing?

Yes, it is supported.

Q. Do you support SAML assertion encryption?

Yes, it is supported.

Q. I have multiple domains using the same federation – what should I send you?

If you have multiple domains under the same federation, we will need the metadata from the one federation that has been setup.

Q. I have multiple domains with multiple federations – what should I do?

If you have multiple domains under multiple federations, we will need the metadata from every federation that has been setup.

Further information

See our website for more information about [Ombudsman Connect for Business](#).