

Neon Single-Sign-On Migration

Notice

If you are unable to log in to the Rallybound Admin because you don't have a NeonSSO password, [click here](#) for the reset password flow.

At Rallybound, we are committed to providing the best product possible with the highest security and protection available. As part of this commitment, we are migrating our administrator account management to a Single Sign-On (SSO) experience provided by Neon One, our parent company. Please continue reading below for all the information you need to know about this change.

If you have any questions or concerns, please don't hesitate to reach out to [our support team](#), who will be happy to assist you.

The Migration

On **8/23/2020**, all administrator accounts will be migrated to NeonSSO. When that happens, administrators who don't already have a Neon One account will receive an email prompting them to complete their Neon One account by creating a password. These administrators will not be able to log in to Rallybound until they've created a password. In the event that an administrator misses the email, they will be able to create their password by navigating to admin.rallybound.com, clicking "Forgot your password?" (or [click here](#) to go to the reset password flow), and following the resulting reset password flow. Passwords must be at least 8 characters long and must contain at least one uppercase letter, one lowercase letter, one number, and one special character.

Administrators who already have a Neon One account (for example, if they are integrated with NeonPay or NeonCRM) will not receive said email, nor will they have to create a new password. These administrators can simply log in to admin.rallybound.com using their existing Neon One credentials. Additionally, when logging in to app.neonss.com, there will be a new app card representing Rallybound; another way to navigate to the Rallybound Admin.



Welcome!

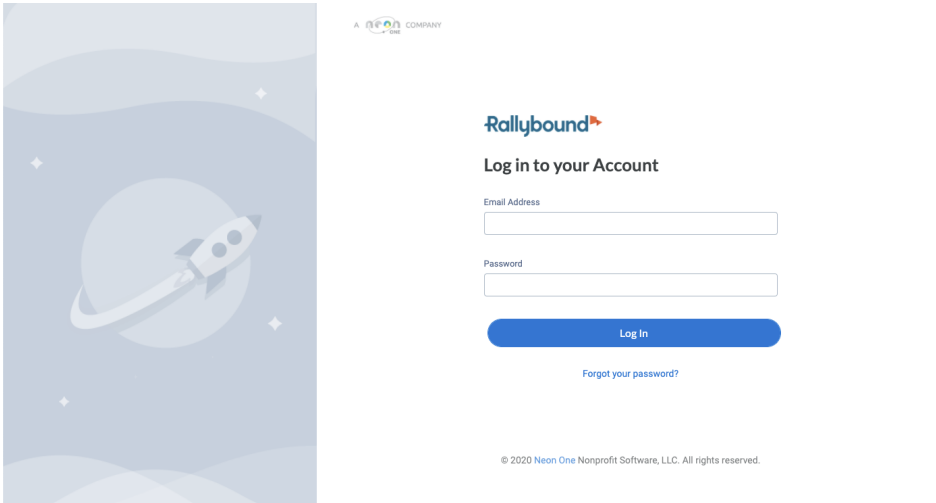
Please create a password.

You can create your password by clicking the button below:

[Create My Password](#)

New Login Screen

From the above-mentioned date, the current Rallybound login screen will be replaced with a [new SSO experience](#), from which administrators will be able to log in to their Rallybound Admin interface. Administrators will still access admin.rallybound.com to log in to their Rallybound Admin. The experience will be seamless, so the only difference in administrators' flow will be that the login screen has a different design.

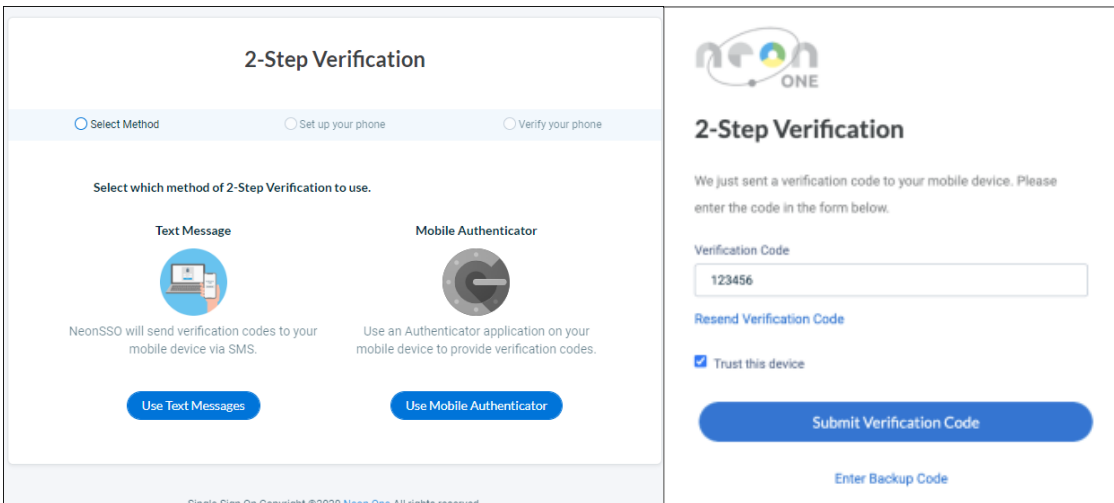


Multi-Factor Authentication

There are numerous benefits to this update, most of which revolve around securing your campaign sites and valuable fundraising data. The most prominent on the list is [multi-factor authentication](#), an optional setting that requires users to be authenticated not only by entering a password, but by verifying their login through another device. This is a widely-used security convention which, for Rallybound organizations, can dramatically increase the security of campaign sites and fundraising data. With this update, organizations will be able to require their administrators to secure their accounts using multi-factor authentication.

With multi-factor authentication enabled, administrators will be presented with a message prompting them to verify their account on Neon One. There are two methods users can employ to verify their account: via text message and via an authenticator app installed on their phone. While text messages do the job well, we recommend that users employ the authenticator app option, as it is generally a more reliable path to authenticate than text messages. Once their account has been verified, administrators will be able to access their Rallybound Admin under the "Applications" tab of the NeonSSO interface, or they can just visit admin.rallybound.com again.

If this is something that your organization would like to implement for all your administrators, please contact us at helpdesk@rallybound.com.



Other Benefits

Other benefits of NeonSSO include email notifications whenever a login is detected from a non-trusted device and the ability to view all past logins to an account. This allows administrators to quickly take action if there is an unauthorized login to their account. [Click here](#) for more information.

Administrator Accounts Management

Nothing will be changing with regards to creating new administrator accounts or managing existing accounts and their permissions—this will all function as it does currently. Password management will be changing, however: individual administrators who want to change their password will now do so in their Neon One account, which can be accessed at app.neonss.com.