



Using Single Sign On with Covidence: Swinburne University of Technology

User guide

Background

When you sign into an online service and expect to see data specific to you, the service needs a way to know who you are.

For example, let's say you use Google as your email provider. When you want to access your email, you have to show Google who you are so that it knows which email inbox to show you. You show Google who you are by entering in a unique username (e.g., my.name@gmail.com) and the password associated with the username. If you didn't provide this, then Google would not know which one of the millions of email inboxes it owns to display.

Similarly, Covidence needs to know which account to show you when you log in. Until recently, the only way to show Covidence who you are was to enter an email address and a password. As a user affiliated with Swinburne University of Technology, you now have the option to use Single Sign On (SSO).

When you use SSO, instead of providing an email address and a password to Covidence directly, you log in to your existing UP account, which then tells Covidence who you are. Using this method offers a number of advantages for you:

- You don't have to remember so many passwords
- Your account is more secure
- Your account is automatically associated with the Swinburne subscription.

The rest of this guide will show you how to use SSO to access Covidence as a Swinburne user.

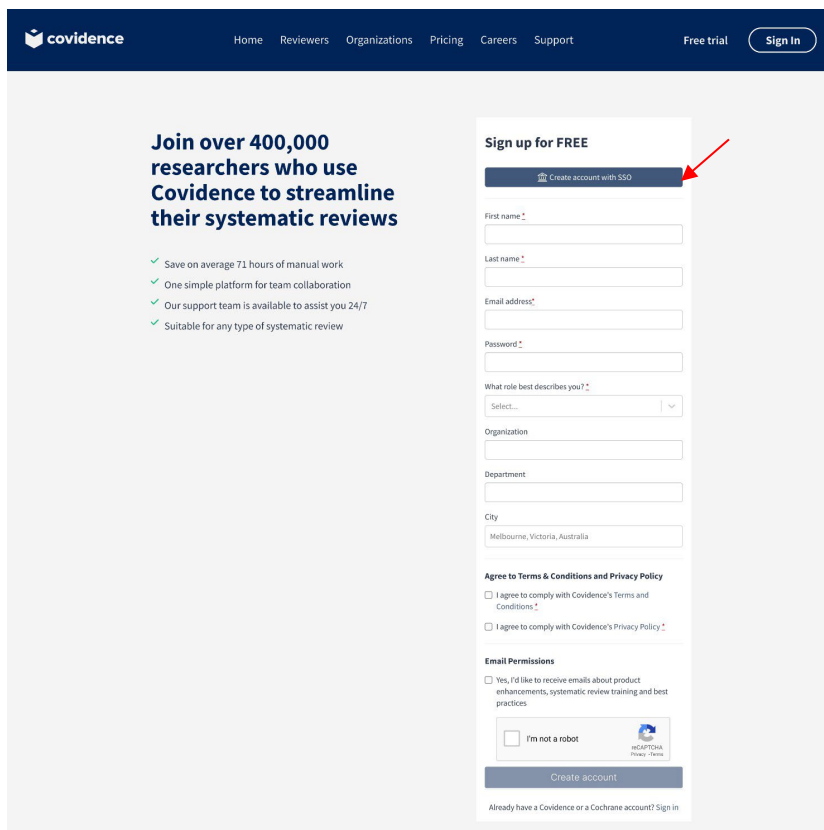
How to use Single Sign On

New Users

If you have not yet signed up to Covidence, you'll need to create a new account. You can do this simply by signing in via SSO.

To do this:

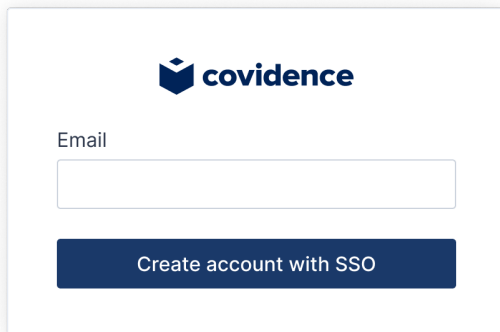
1. Go to the Covidence [sign up page](#).



2. Select *Create an account with SSO*.

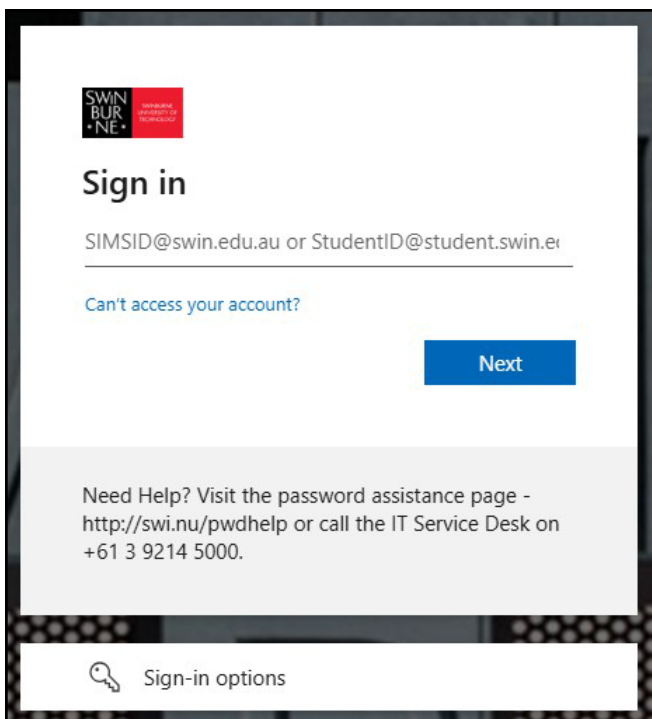
 Create account with SSO

3. You'll be redirected to another page with this window:



The screenshot shows a white rectangular window with a dark blue border. At the top center is the Covidence logo, which consists of a blue cube icon followed by the word "covidence" in a dark blue sans-serif font. Below the logo, the word "Email" is displayed in a small, dark grey font. Underneath "Email" is a white rectangular input field with a thin grey border. At the bottom of the window is a dark blue rectangular button with the text "Create account with SSO" in white, centered.

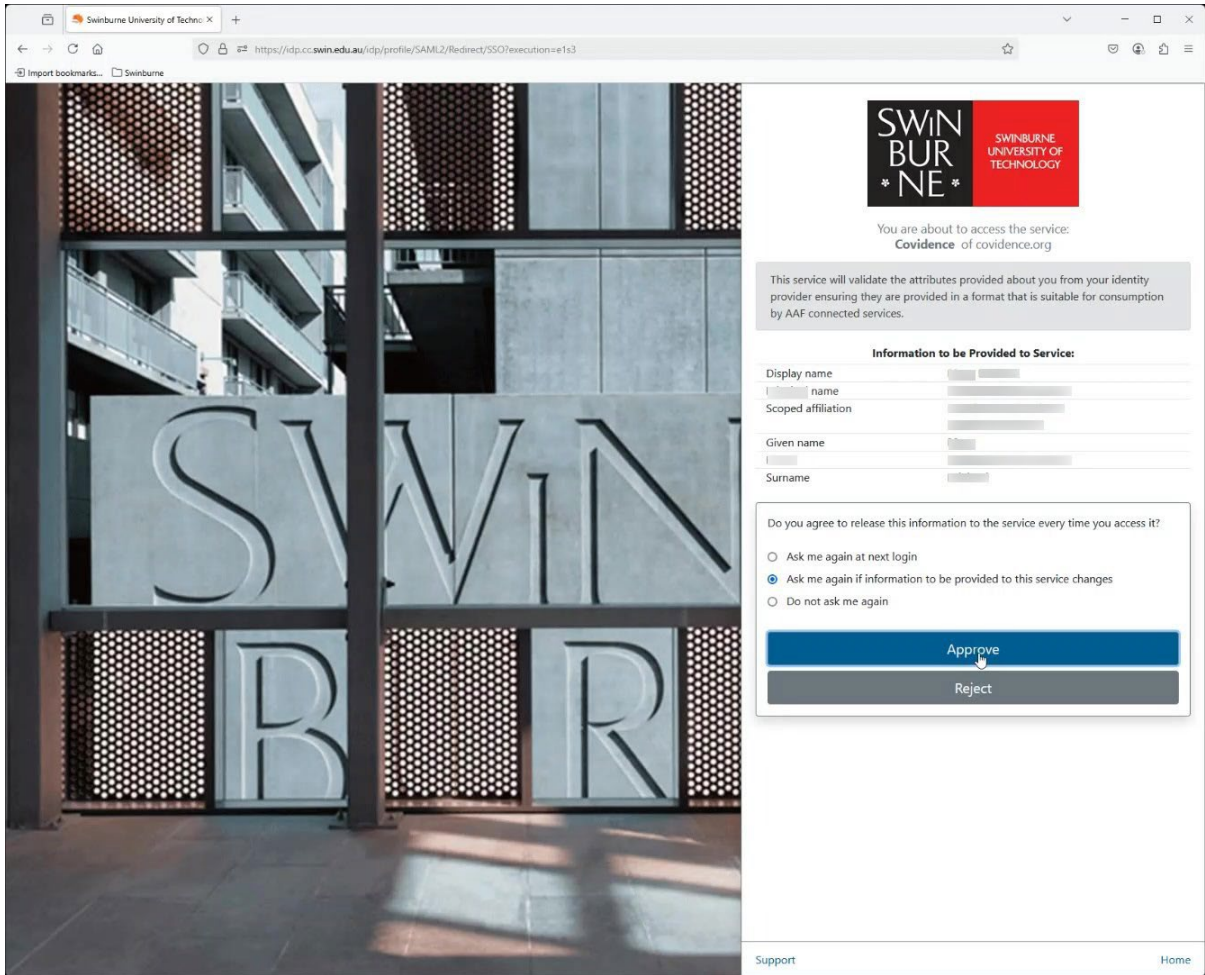
4. Enter your Swinburne email address.
5. Click *Create account with SSO*
6. You'll be redirected to Swinburne's SSO log in.



The screenshot shows a login page with a white background and a dark grey border. In the top left corner is the Swinburne University of Technology logo, which includes the text "SWINBURNE" in white on a red background, with "University of Technology" in smaller text below it. Below the logo, the text "Sign in" is displayed in a large, bold, black sans-serif font. Underneath "Sign in" is a text input field containing the placeholder text "SIMSID@swin.edu.au or StudentID@student.swin.edu.au". Below the input field is a link that says "Can't access your account?" in a blue, underlined font. To the right of the input field is a blue rectangular button with the word "Next" in white. At the bottom of the page, there is a light grey rectangular box containing the text "Need Help? Visit the password assistance page - http://swi.nu/pwdhelp or call the IT Service Desk on +61 3 9214 5000." Below this box is a white rectangular button with a key icon and the text "Sign-in options".

7. Enter your Swinburne credentials. If you have multi-factor authentication enabled, you will have to complete the MFA process.
8. If you have entered correct credentials, you will be redirected back to Covidence.

9. On the Swinburne University service access page, review the information to be provided and click "Approve" to proceed to Covidence.



Swinburne University of Technology

You are about to access the service:
Covidence of covidence.org

This service will validate the attributes provided about you from your identity provider ensuring they are provided in a format that is suitable for consumption by AAF connected services.

Information to be Provided to Service:

Display name:

Scoped affiliation:

Given name:

Surname:

Do you agree to release this information to the service every time you access it?

☐ Ask me again at next login

☒ Ask me again if information to be provided to this service changes


☐ Do not ask me again

[Approve](#)

[Reject](#)

[Support](#) [Home](#)


10. To ensure your Covidence account functions correctly, you'll be asked for a few additional details to get started. Fill these in, and then click *Create account*.



First name

Last name

What role best describes you?

Other 

Please specify your role

☒ I agree to Covidence's [Terms and Conditions](#)
☒ I agree to Covidence's [Privacy Policy](#)
☒ Send me occasional emails about product updates, training and best practice

Create account

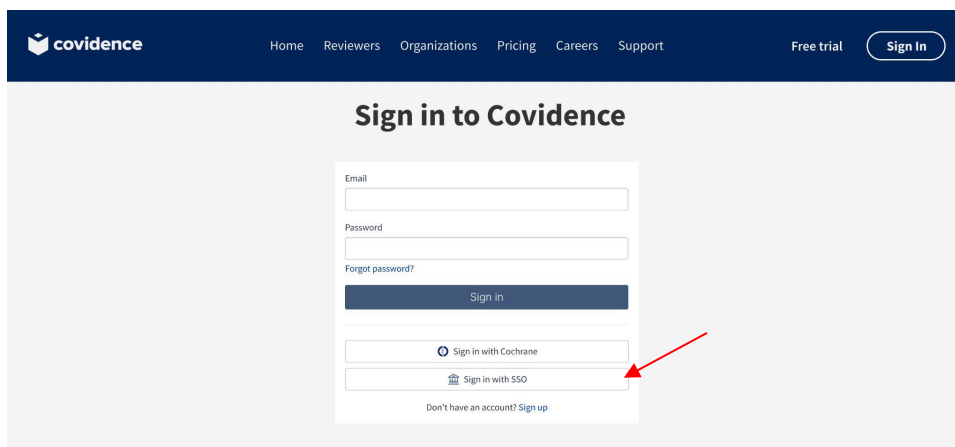
Welcome to your new Covidence account! You will be automatically associated with the Swinburne subscription, so you'll be able to get started right away.

Existing Users

If you have previously used Covidence, you already have a user account. If this user account is associated with your Swinburne email address, you can simply log in via SSO and reach your existing account. You will see all of your existing reviews and subscriptions.

To do this:

1. Go to Covidence's [sign in](#) page.



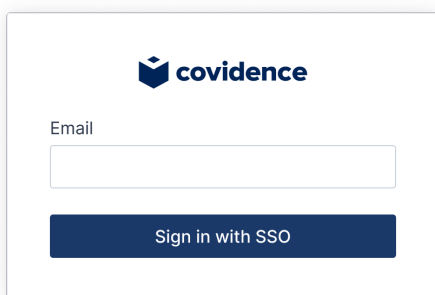
The screenshot shows the Covidence 'Sign in to Covidence' page. It features a dark blue header with the Covidence logo and navigation links: Home, Reviewers, Organizations, Pricing, Careers, Support. On the right of the header are links for 'Free trial' and a 'Sign In' button. The main content area has a light gray background with the title 'Sign in to Covidence'. Below the title is a white sign-in form with fields for 'Email' and 'Password', a 'Forgot password?' link, and a 'Sign in' button. Below the form are two options: 'Sign in with Cochrane' and 'Sign in with SSO'. A red arrow points to the 'Sign in with SSO' button. At the bottom of the form, there is a link: 'Don't have an account? Sign up'.

2. Select *Sign in with SSO*



A button with a circular icon containing a building and the text 'Sign in with SSO'.

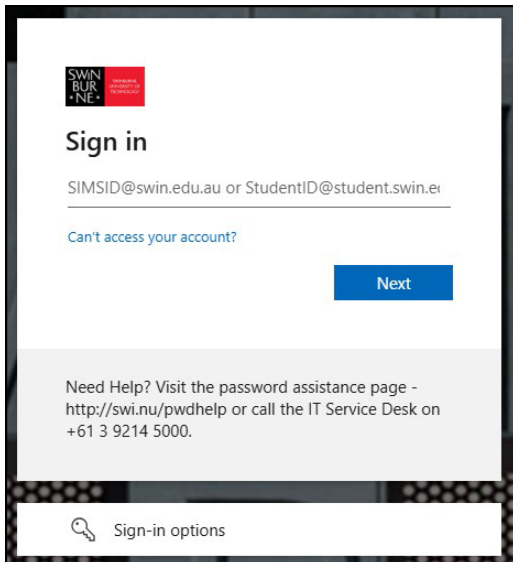
3. You'll be redirected to a page with this window:



The screenshot shows a white window with the Covidence logo at the top. Below the logo is the label 'Email' and an empty text input field. At the bottom of the window is a dark blue button with the text 'Sign in with SSO'.

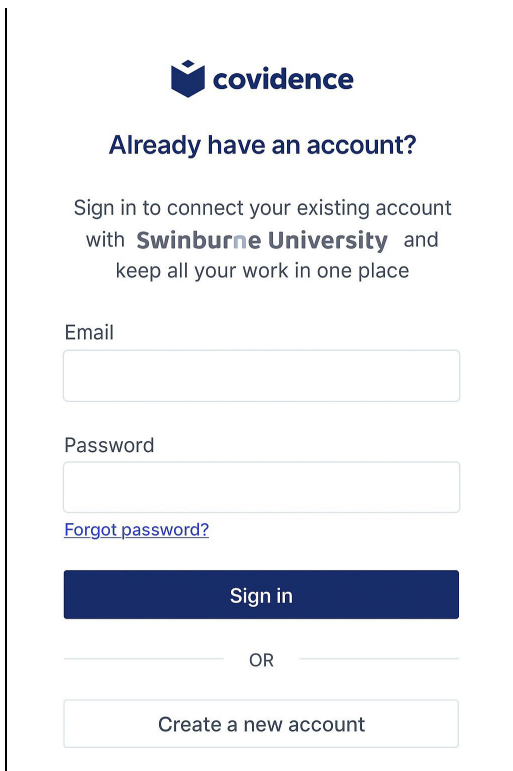
4. Enter your Swinburne email address.
5. Click *Sign in with SSO*.

6. You'll be redirected to Swinburne's SSO log in.



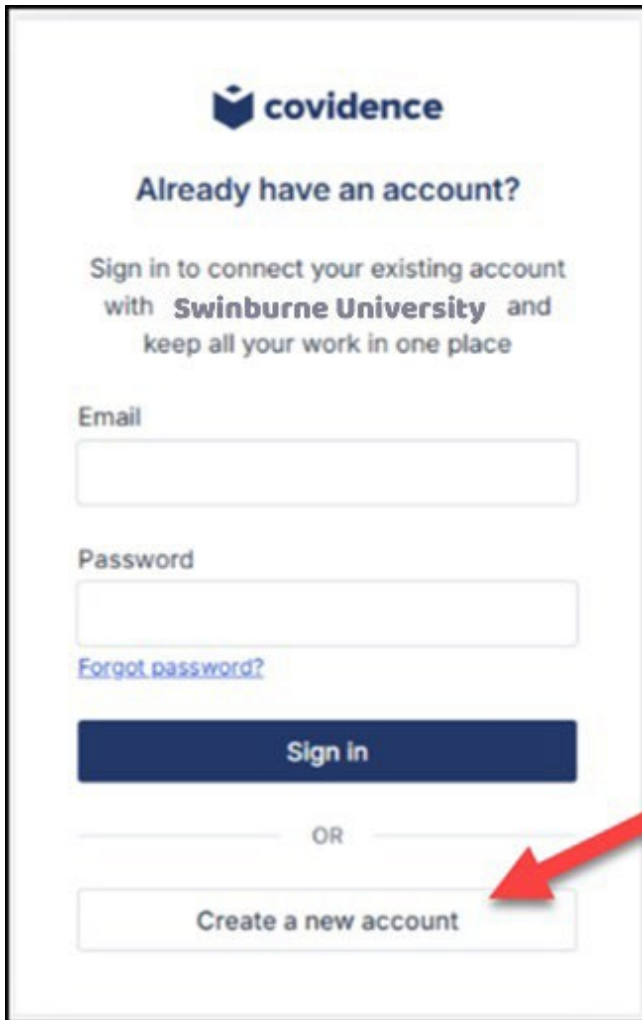
The image shows a web browser window displaying the Swinburne University SSO login page. At the top left is the Swinburne University logo. Below it, the text "Sign in" is displayed. Underneath, there is a text input field containing the email addresses "SIMSID@swin.edu.au or StudentID@student.swin.edu.au". Below the input field is a link that says "Can't access your account?". To the right of the input field is a blue button labeled "Next". At the bottom of the page, there is a section titled "Need Help? Visit the password assistance page -" followed by the URL "http://swi.nu/pwdhelp" and the phone number "+61 3 9214 5000". At the very bottom, there is a link icon and the text "Sign-in options".


7. Enter your Swinburne credentials. If you have multi-factor authentication enabled, you will have to complete the MFA process. If you already have a Covidence user account, enter your credentials to sign into your existing account.



The image shows a web browser window displaying the Covidence login page. At the top center is the Covidence logo. Below it, the text "Already have an account?" is displayed. Underneath, there is a paragraph that says "Sign in to connect your existing account with **Swinburne University** and keep all your work in one place". Below this paragraph are two text input fields: "Email" and "Password". Below the "Password" field is a link that says "Forgot password?". Below the input fields is a blue button labeled "Sign in". Below the button is a horizontal line with the text "OR" in the center. Below the line is a button labeled "Create a new account".

8. If you have entered correct credentials, you will be redirected back to Covidence.
9. If you'd like to create a new Covidence user account, click the "create a new account" button:



 **covidence**

Already have an account?

Sign in to connect your existing account
with **Swinburne University** and
keep all your work in one place

Email

Password


[Forgot password?](#)

Sign In

OR

Create a new account

10. Then complete the required form.



First name

George

Last name

Walters

What role best describes you?

Other

Please specify your role

☒ I agree to Covidence's [Terms and Conditions](#)

☒ I agree to Covidence's [Privacy Policy](#)

☒ Send me occasional emails about product updates, training and best practice

Create account

Using your Institution's Subscription

Whenever you sign in via SSO, whether to a new account or to an existing account, your account will be added to the organizational subscription associated with that institutional sign on.

If you sign in to your account via a different method, you'll see all of your reviews and be able to work on them, but you will not be able to open new reviews under your organization's subscription.

If you have gone to the *Start a new review* page and an organizational subscription is missing which you think should be available, check first to ensure you have signed in to Covidence via your institution's SSO.

When you Leave Swinburne

Over time, people's affiliations change, and it may become necessary to remove their access to an organizational subscription. It's also important, however, that authors of systematic reviews are able to complete work they have already started so that research and dissemination of knowledge can progress. (That's why Covidence exists, after all!)

When a user is signed in to their Covidence account via a method that is not SSO, they will not be able to use the organizational subscription to create new reviews, but they can still access their existing reviews. This also means that they will still appear as a *member* in the list of authors available to the administrators of the Swinburne subscription.

A *member* becomes a *non-member* when their @student.swin.edu.au or @swin.edu.au email address is removed from their Covidence account. A non-member retains access to their existing reviews.

Plan ahead

We recommend adding a secondary email address prior to the end date of your institutional affiliation to make it easier to continue using your Covidence account without interruption.

If you need to log back in to your Covidence account but cannot because you don't have access to your [@student.swin.edu.au](#) or [@swin.edu.au](#) email address anymore, please get in touch with [Covidence Support](#).

Security

User data

In order for Covidence to function correctly, it must request and store users' email addresses, and a first name and last name to be displayed in the user's Covidence account. No other personal information is required nor stored.

FAQs

#	Question	Answer
1	I joined the org account / I am a member of a university with an org account. Why can't I create new reviews?	Check you are signed in with SSO. If you're not, you won't be able to create new reviews. If you are signed in with SSO and you can't create reviews, contact Covidence Support .
2	I no longer have access to my Swinburne SSO. How can I get back into my Covidence account?	Please contact Covidence Support to recover access to your account and reviews.