Can different readers get different access?

Domain, access and SEO

Not through SSO. Everyone who signs in with SSO gets the same reader access, and a role claim in the token is ignored.

SSO readers see everything that's open to all readers of your help center. Categories shared with team members only, and categories or articles shared with selected team members, stay hidden from them. So you can keep internal content out of reach, but you can't show one group of SSO readers something the others can't see: private categories are shared with team members, not with SSO readers. See Make a category private.

If groups of readers need different content, give each group its own help center with its own SSO setup. See Create another help center. SSO never gives access to the dashboard: to add a colleague to your team, invite them under **Users**.

What SSO does and doesn't do is in How JWT single sign-on works on the developer portal.

Related articles

- Sign readers in with your own login (JWT SSO)
- Make a category private
- Roles and permissions