



Freeance Software

SSO Setup and Usage Guide

Cityworks Integration

February 20,2025

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Freeance Software Integration with Cityworks

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Prerequisites

- One or more operational OAuth2 Clients must be configured in Cityworks.
 - If the Cityworks instance is configured for Cityworks Windows Authentication, Anonymous Access must be enabled for the Cityworks site in IIS.
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Setup

Add the Freeance Redirect URL to ArcGIS Online or ArcGIS Portal

The Freeance Mobile for Cityworks app's Redirect URL must be added to ArcGIS Online or ArcGIS Portal in order to use the Freeance SSO feature.

If needed, use the following steps to locate the ESRI ArcGIS Online or Portal application ID configured in Cityworks.

1. Log into Cityworks Designer with an administrator account.
2. Navigate to Designer > General > Oauth 2 Clients.
3. View the settings for the Oauth2 client you will use to log into Cityworks.
4. Take note of the value for the ID setting.

Next, add the Freeance Mobile for Cityworks Redirect URL to the application in ArcGIS Online or ArcGIS Portal.

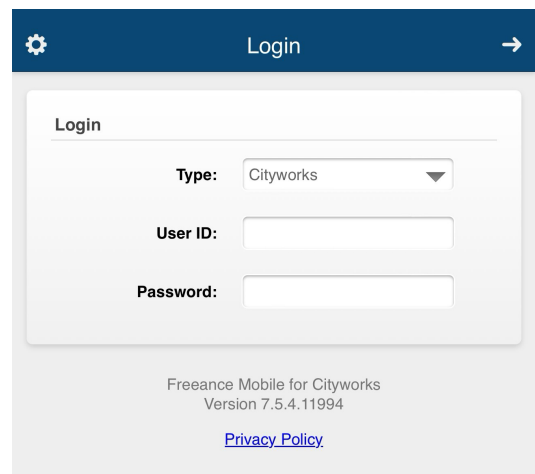
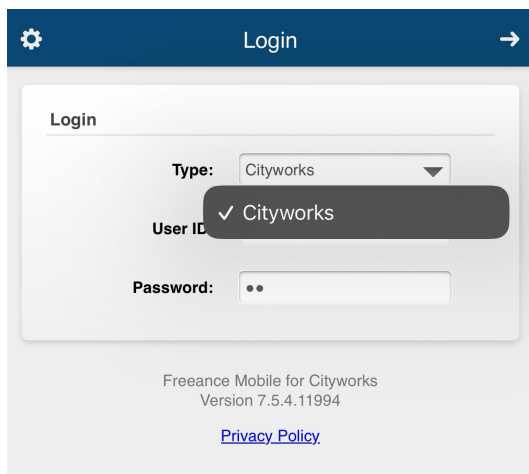
1. Log into ArcGIS Online or Portal as an administrator.
2. Select the Content tab.
3. Select the ESRI app configured in Cityworks, then click Settings.
4. Compare the app's Client ID against the value in Cityworks to ensure the correct app was selected.
 - a) (for ArcGIS Online) Scroll to the Credentials section and compare against the Client ID setting.
 - b) (for ArcGIS Portal) Scroll to the Application section, click Update and compare against the App ID value.

5. Add the Freeance Redirect URL
 - a) (for ArcGIS Online) Scroll to the Redirect URLs section, click Add, add `freeancecw:// oauth2auth` to the list and click Save.
 - b) (for ArcGIS Portal) Enter `freeancecw://oauth2auth` into the Redirect URI textbox, click Add, then Save.

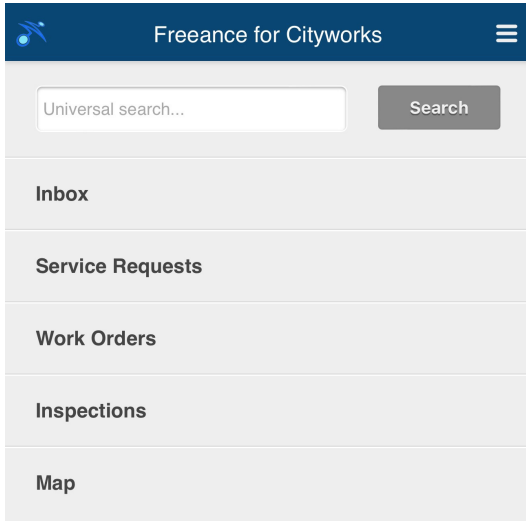
Usage

Log into Freeance Mobile for Cityworks using Cityworks Authentication

1. On the Login page, select the "Cityworks" Login Type.



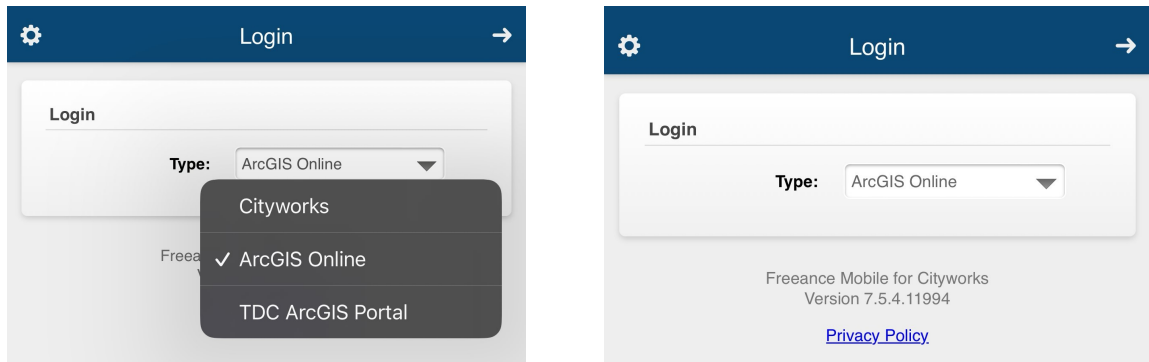
2. Enter your Cityworks username and password.



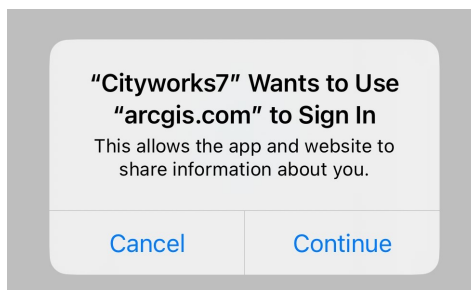
3. Click the Login icon to log into the app.

Log into Freeance Mobile for Cityworks using ESRI SSO

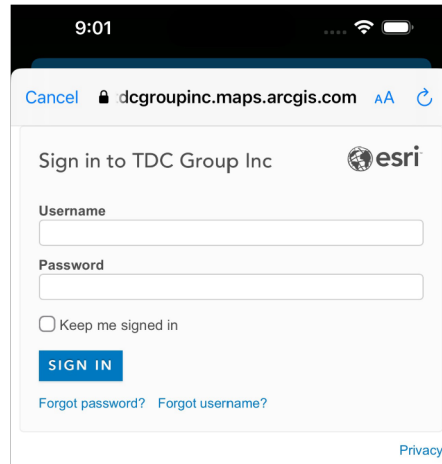
1. On the Login page, use the Login Type control to select the desired SSO Client.



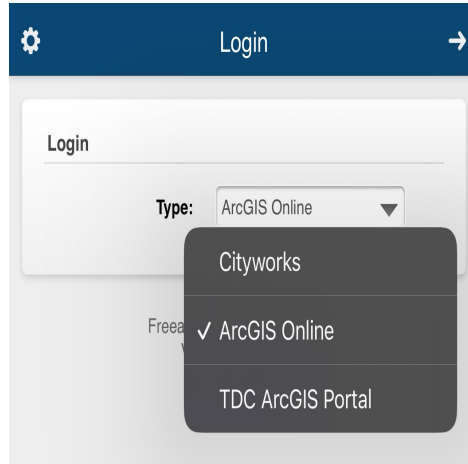
2. Click the Login icon to login using the selected client.
3. A dialog box might display informing you that Cityworks7 wants to use another site to sign in. Click "Continue".



4. Use the popup login window to complete the reset of the log process. The steps required to login using this form will vary based on ArcGIS Online or ArcGIS Portal configuration.

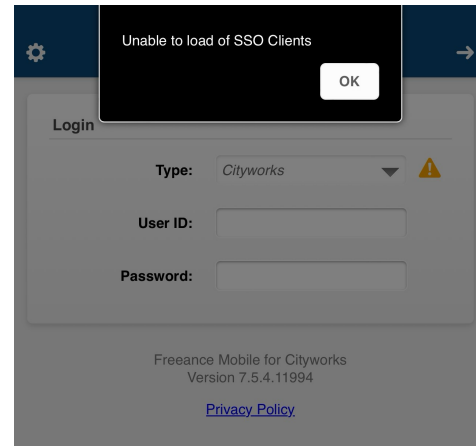
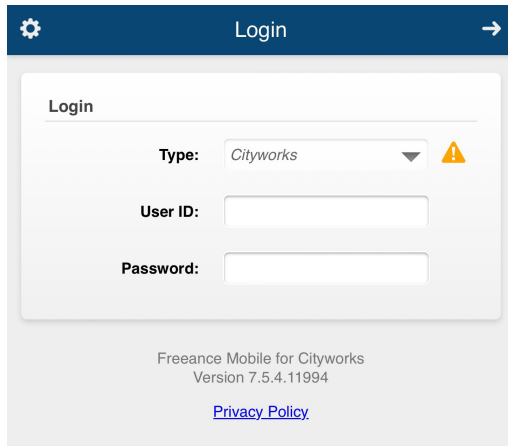


5. If the login process completed successfully, you will be logged into the app.



Troubleshooting

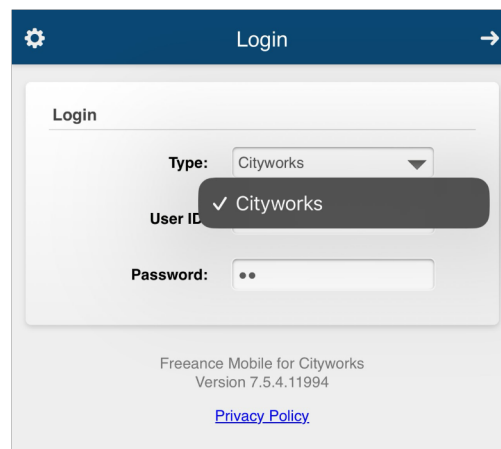
A warning icon appears next to the Login Type dropdown. It is set to “Cityworks” and cannot be changed. Clicking the warning icon displays an error message.



This happens when the mobile device cannot access the Cityworks server.

- Ensure the device has the appropriate network access. Depending on your setup, this may include:
 - having cellular data enabled.
 - connectivity to a specific WiFi access point.
 - an activity VPN connection.
- Ensure Freeance is pointing to the correct Freeance server and app config.
- Refresh the app config to ensure Freeance is using the latest app config version.
- Ensure the device can access the Cityworks server by opening a browser on the mobile device and going to the AMS login page.
- If the Cityworks instance is using Windows Authentication, ensure Anonymous Access is enabled for Cityworks instance.

No ESRI SSO clients appear in the Login Type dropdown box. "Cityworks" is the only selectable option.



- Ensure Freeance is pointing to the correct Freeance server and app config.
- Refresh the app config to ensure Freeance is using the latest version.
- Ensure the Cityworks instance contains one or more valid Oauth2 Clients.

When logging in using an ESRI SSO client, an error page appears in the popup dialog window that says "Invalid URL".

- Ensure the Freeance Mobile for Cityworks Redirect URL (freeancecw://oauth2auth) was added to the ArcGIS Online or Portal instance.