

Cirrus Identity News

Cirrus Identity Website Refresh

The Cirrus Identity Solutions and Product pages on the website have been updated! Check out the new content, colors and layout and let us know your thoughts at sales@cirrusidentity.com. You can continue to access the Cirrus Identity Console, "Talk to Us!" and submit service requests as before!

Upcoming 2025 Conferences & Workshops

If you're attending, please say hello to our Cirrus Identity team!



NSF Cybersecurity Summit
October 20 - 23
Boulder, CO



IIW - Fall
October 21 - 23
Mountain View, CA



EDUCAUSE
October 27 - 30
Nashville, Tennessee



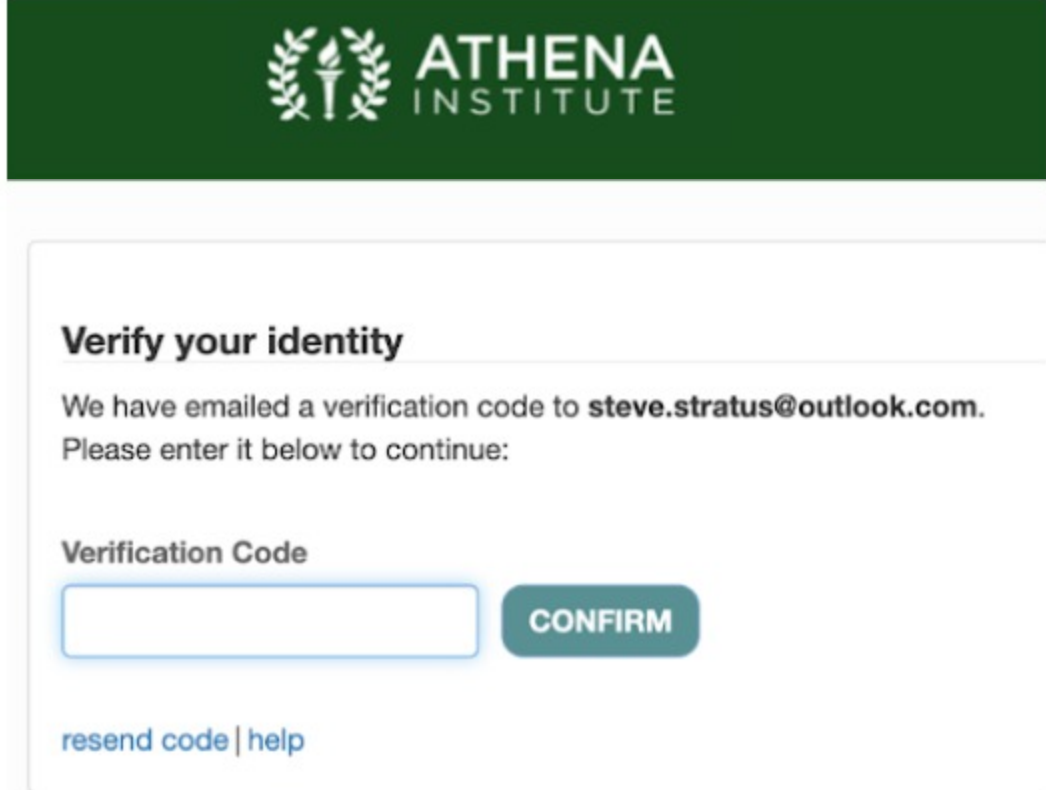
TechEx
December 8 - 12
Denver, CO

Cirrus Identity Product Highlights

New Products & Enhancements

NEW! One-Time Code MFA

Cirrus Identity Proxy customers can now include a step-up MFA option for supporting Authentication Providers with trusted emails. The One-Time Code MFA can be selectively enabled for individual Authentication Providers. When a user logs in with an enabled Authentication Provider, Cirrus Identity emails a one-time code to the asserted email and the user is shown an MFA screen with instructions to check email at the address provided and enter a verification code to authenticate.



Great solution for customers that need a simple and supportable MFA solution for audiences that do not require device registration. The solution greatly reduces support overhead and is privacy preserving - only log data is persisted for 90 days.

Email sales@cirrusidentity.com to learn more!

OrgBrandedID Enhancements

Great news for Cirrus Identity OrgBrandedID customers - there are two new enhancements:

- Log API streamed data has been expanded to include information about account creation and password actions in addition to authentication events
- The Cirrus Identity console UI has been streamlined for account management interface customization
- Bootstrapped users can activate their accounts with a self-service password reset

Email sales@cirrusidentity.com to learn more!

Console Enhancements for Improved Responsiveness

We continue to improve visibility into customer integrations in an effort to streamline our ability to better support our customers.

Beta Opportunity - Hosted RADIUS for eduroam!

Cirrus Identity is partnering with Painless Security to provide a solution for institutions that want to outsource the administration of a RADIUS server required for access to eduroam.

We are looking for 5 Hosted RADIUS beta customers! If interested, please email sales@cirrusidentity.com!

What is eduroam?

eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community. eduroam allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop.

Pilot Product Features:

- Hosted RADIUS service powered by Painless Security - no need to run a RADIUS server locally!
- Integrates with Microsoft Entra ID.
- Users visiting other eduroam-enabled institutions can use their home credentials to access the eduroam wifi network.

For more details, see our [partnership announcement](#)

Cirrus Identity Customer Highlights

Cirrus Identity Customer Implementations

Cirrus Identity customers are amazing! Here are the latest customers who have implemented Cirrus solutions:

May 2025

[May Customer Implementations](#)

- New Mexico State University
- Vanderbilt University
- William and Mary
- Eastern Michigan University

June 2025

[June Customer Implementations](#)

- Harvard University
- National Science Foundation
- Scripps College
- Louisiana State University Health Sciences Center (Shreveport)
- Smithsonian Institute
- Western Nevada College
- Florida Polytechnic University
- North Carolina Central University
- Texas A&M University

July 2025

[July Customer Implementations](#)

- NOVA Southeastern University
- University of Massachusetts Dartmouth
- UConn Health
- Portland Community College
- William and Mary

Log API Webinar Link

Replay Now Available: Cirrus Identity Log API Webinar with Tracy Cerise from University of Kentucky

Missed the live session? You can now watch the replay of our **Cirrus Identity Log API Webinar**, where the University of Kentucky shared their experience integrating Log API with **Splunk**, walked through their custom dashboard, and provided real-world examples of how it helped troubleshoot login issues.

Watch the recording [here](#)!

Cirrus Identity Customer Success Updates

Tips for Quicker Resolution

For any troubleshooting items, please be sure to include a SAML trace when submitting a support ticket. For more information, go here: [How to Perform a SAML Trace](#)

Upcoming Holiday Hours

Cirrus Identity will observe the following holidays, during which time there will be minimal customer support. Support tickets will be triaged for urgent matters. Should any of the dates below overlap with operations that might need Cirrus Identity support, please reach out to support@cirrusidentity.com in advance.

- September 1 - Labor Day
- October 2 - Yom Kippur
- October 13 - Indigenous People's Day
- November 11 - Veterans Day
- November 27-28 - Thanksgiving Break
- December 24-January 1 - Winter Week of Rest

Production Issues?

Please update your operations manuals with the 24x365 email to reach an Engineer on-call. Email support@cirrusidentity.com if you need a refresher.

Cirrus Identity in the Community

- Cirrus Identity continued our sponsorship of the Internet 2 BaseCAMP conference in Q2 and we will join this year's crew of InCommon Catalyst sponsors for the Technology Exchange in Denver this December
- We hosted a luncheon for current and potential sponsors of the SimpleSAML.php project at the TNC conference in Brighton, England

The InCommon Technical Advisory Committee (TAC) is in the final stages of preparing guidance for SAML Subject Identifiers deployment. The [consultation](#) ends August 31.

Letter from Dedra Chamberlin, CEO



Dedra Chamberlin
Dedra Chamberlin
Cirrus Identity, CEO
<https://www.cirrusidentity.com>

