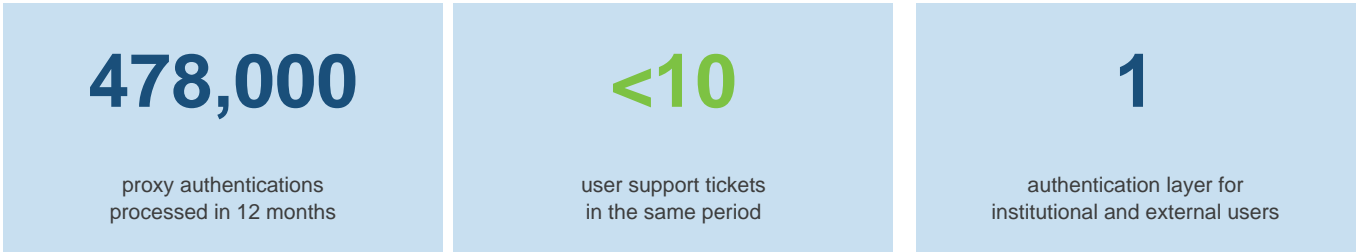


CUSTOMER STORY

University of Florida

Solving the one-IdP constraint for continuing education. 478,000 authentications and fewer than 10 support tickets.



INSTITUTION

University of Florida

USE CASE

External user access to Modern Campus Destiny One

PRODUCTS

Cirrus Proxy, Gateway, Managed Identity, OrgBrandedID

THE SITUATION

The University of Florida has been a Cirrus Identity customer since 2018, initially using Cirrus Proxy and Gateway to support personal account access for a custom professional development application. When UF expanded to Modern Campus Destiny One in 2021, they hit a constraint that many institutions encounter: Destiny One only integrates with one identity provider.

That single-IdP limitation meant UF needed one authentication layer that could serve their full population. Enrolled students and faculty with GatorLink accounts, and external learners using personal Google, Microsoft, or LinkedIn credentials. The solution also needed account linking, a way to maintain persistent identifiers for users whose access might span multiple sessions.

HOW CIRRUS HELPED

Cirrus Proxy became the single authentication source that Destiny One required. From the application's perspective, there is one IdP. From the user's perspective, they see a clear discovery screen: GatorLink for those who have it, and social sign-in options for those who don't.

Behind that screen, Managed Identity holds a persistent identity record for each external user. A stable UFID allocated when the user is determined to be unique, linked to the UF Identity Registry. When an external learner signs in with Google one semester and Microsoft the next, they're recognized as the same person.

After two years of operation, UF added Cirrus OrgBrandedID as a third option: a UF-branded email-and-password credential. UF added this option without Cirrus support involvement, managing the configuration directly in the Cirrus console.

BY THE NUMBERS

Between September 2024 and August 2025, UF processed approximately 478,000 proxy transactions through Cirrus. Roughly 43% used the UFL GatorLink IdP, 47% used Google, Microsoft, or LinkedIn, and 10% used the OrgBrandedID email option. In the same period, fewer than 10 support tickets were generated by users with login issues. For a system handling nearly half a million authentications, that's a support burden that is effectively zero.



"Availability and reliability of authentication systems are paramount for the University of Florida. The Cirrus implementation has given us confidence that users can access what they need with minimal friction and very little operational overhead."

Mehdi Ramdane

Associate Director, Information Technology · University of Florida

RESULTS

- › Single authentication layer for Destiny One serving both institutional and external users.
- › 478,000 proxy transactions processed in a 12-month period.
- › Fewer than 10 user support tickets in the same period.
- › Account linking maintains persistent identity records across credential sources.
- › UF managing their own configuration changes without requiring Cirrus customer support.
- › UF now evaluating expansion to additional applications where non-UF affiliated users need access.

PRODUCTS USED

Cirrus Proxy	Configurable discovery screen supporting GatorLink IdP and personal account options. Acts as the single authentication source for Destiny One.
Gateway	Social and personal provider sign-in for users authenticating with Google, Microsoft, or LinkedIn credentials.
Managed Identity	Persistent hosted identity records linking credentials to the UF Identity Registry. Maintains a stable UFID across credential changes.
OrgBrandedID	UF-branded email-and-password credential option for users who cannot or prefer not to use social sign-in.

Have an external user access problem on your campus?

Talk to the team that built this. cirrusidentity.com · sales@cirrusidentity.com