Log into the Conversational Agent Studio

Content updated: 04/17/2026

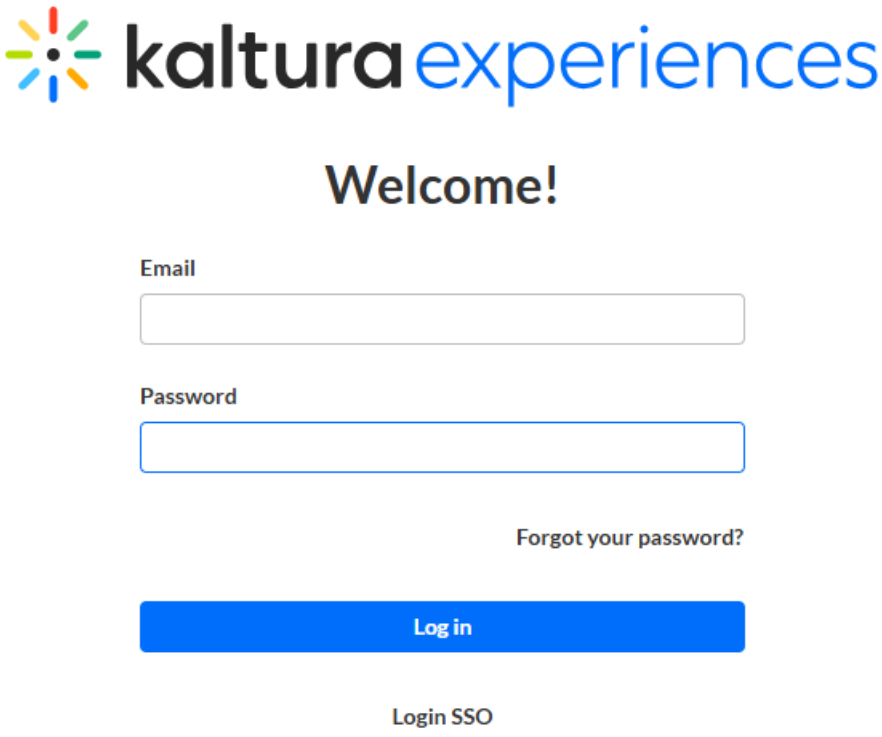
This article is designated for administrators.

About

After you're added to an Conversational Agent Studio account, you can log in with your email and password or use single sign-on (SSO), depending on how your account is configured.

Log in with email and password

1. Access the Conversational Agent Studio URL.
   The login screen displays.



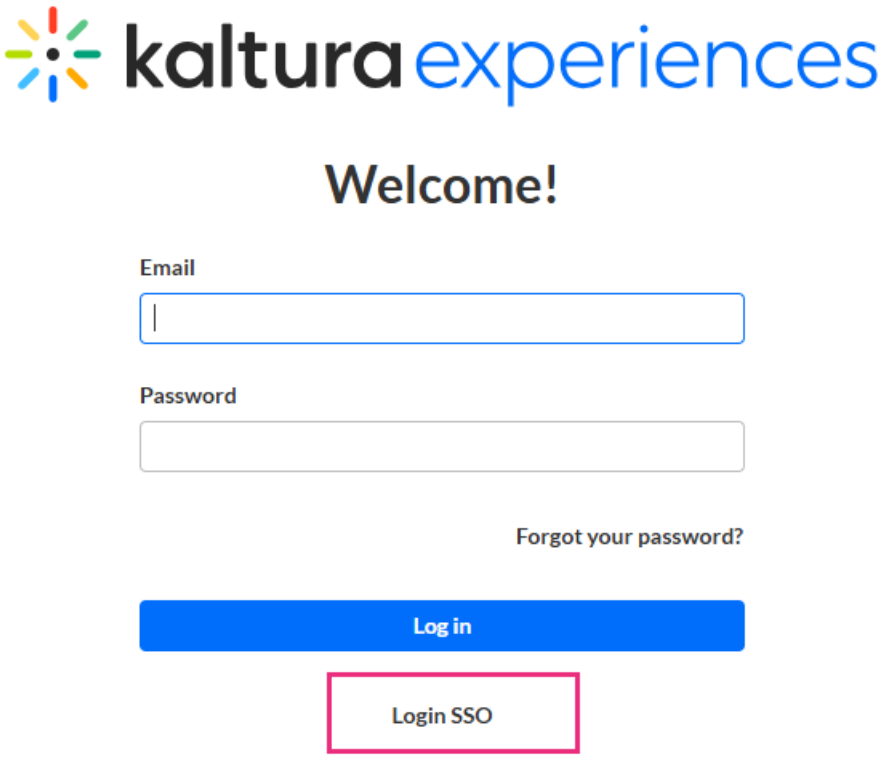
2. Enter your email address and password.
3. Click **Log In**.

Log in with SSO

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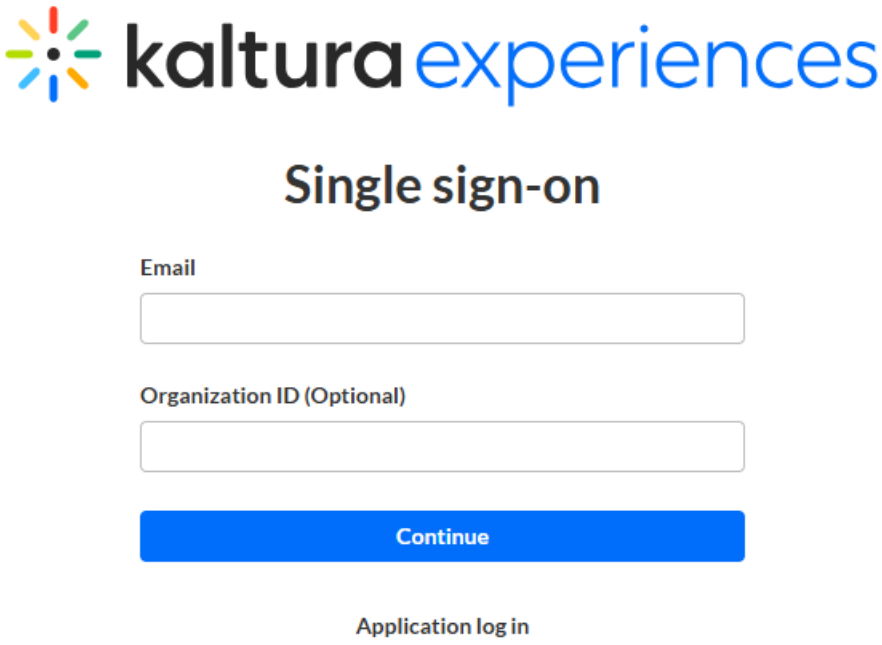
If your organization uses SSO, you'll be redirected to your organization's sign-in process to verify your identity.

1. Access the Conversational Agent Studio URL.
   The login screen displays.
2. Click **Login SSO**.



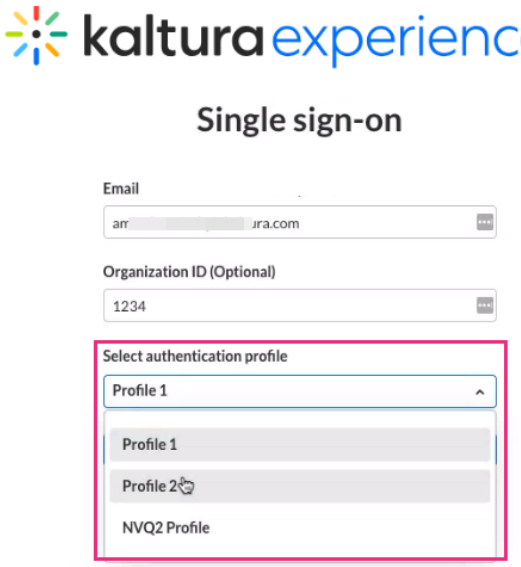
The Single sign-on screen displays.

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3. **Email** - Enter your work email.
4. **Organization ID (Optional) -** If you were provided with an organization ID, enter it. If you weren't, leave the field empty.
5. Click **Continue.**

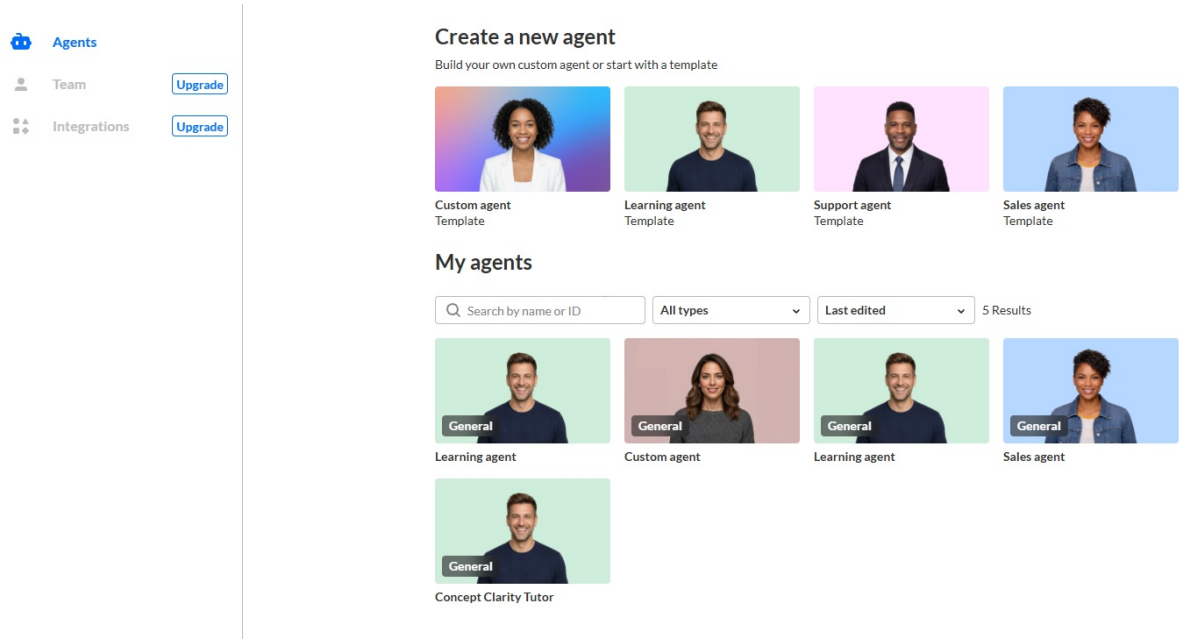
   If multiple authentication profiles are available, the **Select authentication profile** field displays. Select your authentication profile from the drop-down menu, then click **Continue**.



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6. Complete your organization's sign-in process if prompted. Depending on your organization's setup, this can include entering your credentials or completing multi-factor authentication (MFA).

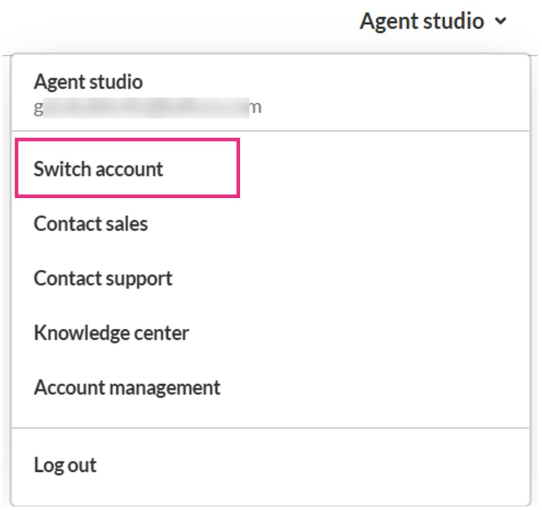
   Conversational Agent Studio home page displays.



Switch accounts

If you have access to multiple Conversational Agent Studio accounts, you can switch between them without logging out.

1. Select **Switch account** from the user menu.



   The Switch account window displays all accounts available to you.

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2. Select the account you want to use. (You can search for an account by name or ID.) You're automatically logged in to the selected account.

If you only have access to one account, **Switch account** is disabled.

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