

Introducing Role Priority Ordering for Self-Serve Single Sign-On (SSO)

We're introducing Custom Role Ordering so administrators can rank their standard and custom roles in one place and decide exactly which role a user gets when their identity provider groups point to more than one.

With mappings set up in the "Set group access" section in SSO, a single user can belong to several identity provider groups, each mapped to the same workspace with a different role. Until now there was no way to say which of those roles should take priority, which mattered more as teams added their own custom roles alongside Pencil's standard ones.

Custom Role Ordering adds a drag-and-drop ranking of every role in your account, which SSO uses to break ties and give the user the single highest-ranked role they're mapped to in that workspace.

Get to this dialog by clicking "Amend role priority" at the bottom of the "Set group access" section of the Settings > Single sign-on page (only accessible to subscription admins).

Amend role priority

Roles are listed highest priority first. When a user belongs to multiple identity provider groups, they receive the role highest in this list.

Admin

Creative

Media

Client

Client Marketer

Account Owner

Creative Power User

Video Creator

Cancel

Save

Loom video: <https://www.loom.com/share/9676e4ff24e14ab49bb927f09fbeccb4>

What's new

- **One ranked list of all your roles:** Standard and custom roles appear together in a single list, so you can see your full role hierarchy at a glance.
- **Drag-and-drop ordering:** Reorder roles by dragging them into place, with Pencil's standard roles starting in a sensible default order.
- **Predictable tie-breaking for SSO:** When a user's identity provider groups map them to the same workspace with different roles, they receive the highest-ranked role in your list.
- **One clear role per workspace:** Each user holds a single role in each workspace, so their access and permissions are easy to understand and audit.

Why it matters

- **You decide the hierarchy:** Role priority reflects how your organization actually works, including roles you've defined yourself.
- **No surprises at sign-in:** Users who sit in overlapping groups land in the role you intend, every time.
- **Custom roles work with SSO:** Teams can adopt their own role names and structures without losing control over how SSO assigns them.
- **Cleaner access reviews:** One role per user per workspace makes it simple to answer who can do what.

Who it's for

- Enterprise accounts running many workspaces
- Subscription admin role is required to configure
- Enterprise IT and identity admins

What this unlocks

Custom Role Ordering turns overlapping group mappings from an open question into a single, admin-defined rule. It lets organizations bring their own custom roles to SSO while every user still lands in one clear, intended role in each workspace.

Give it a try and let us know what you think! 🚀

A guide for how to set this up can be found [here](#).