Overview
This tutorial will explain what to do if you experience a problem logging in with Single Sign On (SSO). The following steps will show you what to do to correct the error and gain access to Blackboard.

Quick Steps
Access http://blackboard.louisville.edu from your web browser

Step 1
From the login page, click the “SSO Sign-in”
Step 2

If you see this screen after clicking the SSO Sign On to access Blackboard, click the “Return to Login Page” Button.
Step 3

Step 4

Open a new browser tab and enter in “myaccount.microsoft.com”
Step 5

Login to that account, choose your username@louisville.edu account or type it in if you are prompted to do so.

Step 6

Enter your password when prompted.
Step 7

On the next screen, it will ask if you want to remain signed in, Choose “Yes”

![Microsoft sign in dialog box](image)

Step 8

Once logged in, navigate to the right hand side of the window and click on your picture.

![User account settings](image)

Step 9
Click the Sign Out button to remove the token from Microsoft

Step 10
You are presented with the screen to log you out of Microsoft.

Step 11
Click your account to logout of Microsoft.
Step 12
Once you are logged out of Microsoft, look for the three dots located to the right of your account name on the screen.

Step 13
Click the three dots and click “Forget”. This will remove the token and allow you to reset it.
Step 14
Now you can re-login to Microsoft with username@louisville.edu

Step 15
Enter your password
Step 16
On the next screen, it will ask if you want to remain signed in, Choose “Yes”

Stay signed in?
Do this to reduce the number of times you are asked to sign in.

☐ Don’t show this again

No  Yes

Step 17
So now, we will go back into Blackboard. Click “SSO Sign On”
Step 18

You will automatically be redirected to Blackboard account without having to type in your username and password.

This easy one-click login should exist between all Single Sign On (SSO) enabled applications.