

SSO Error Login Sequence

Overview

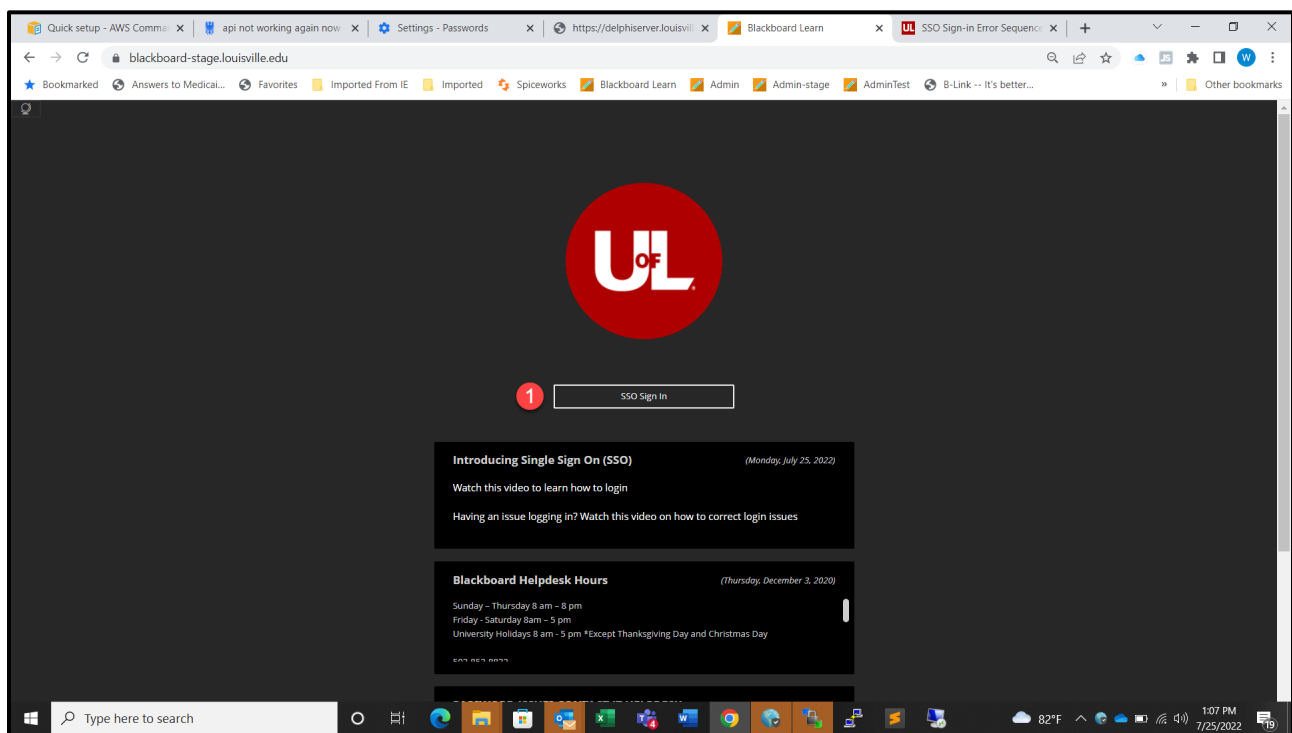
This tutorial will explain what to do if you experience a problem logging in with Single Sign On (SSO). The following steps will show you what to do to correct the error and gain access to Blackboard.

Quick Steps

Access <http://blackboard.louisville.edu> from your web browser

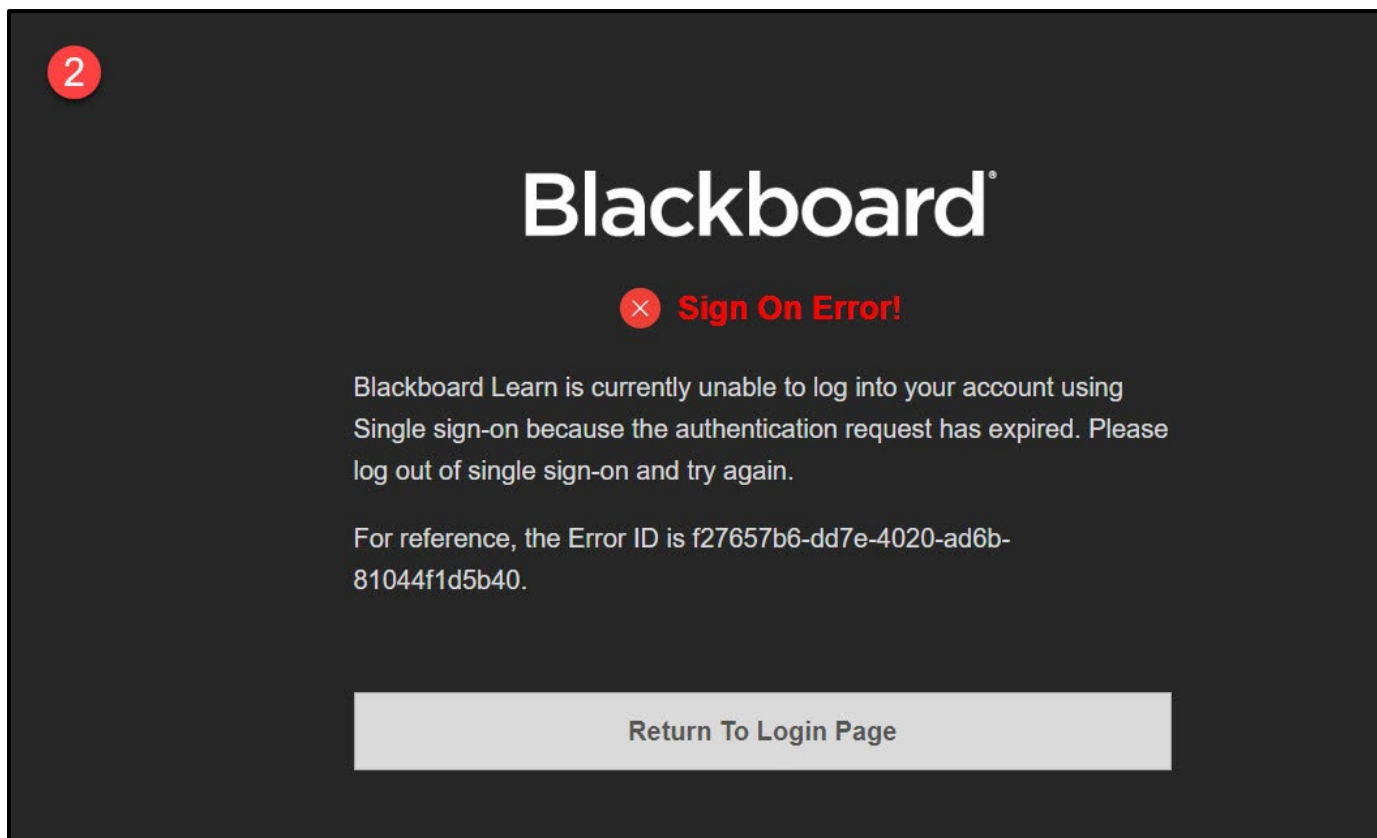
Step 1

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

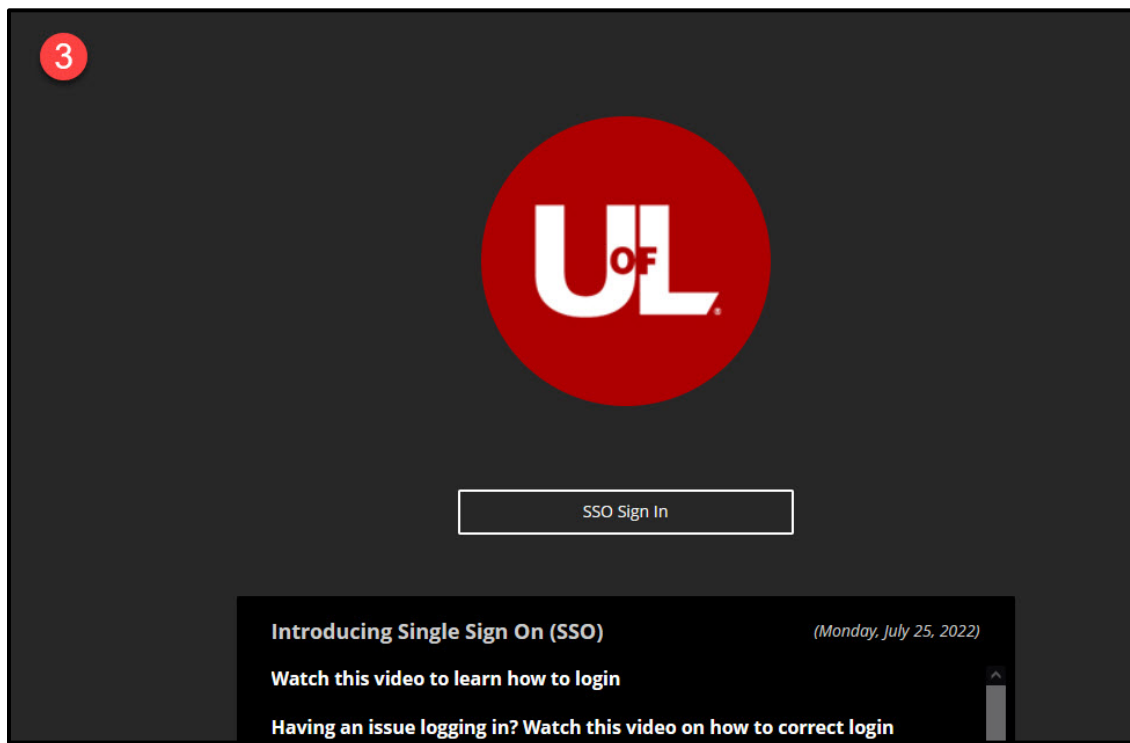


Step 2

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

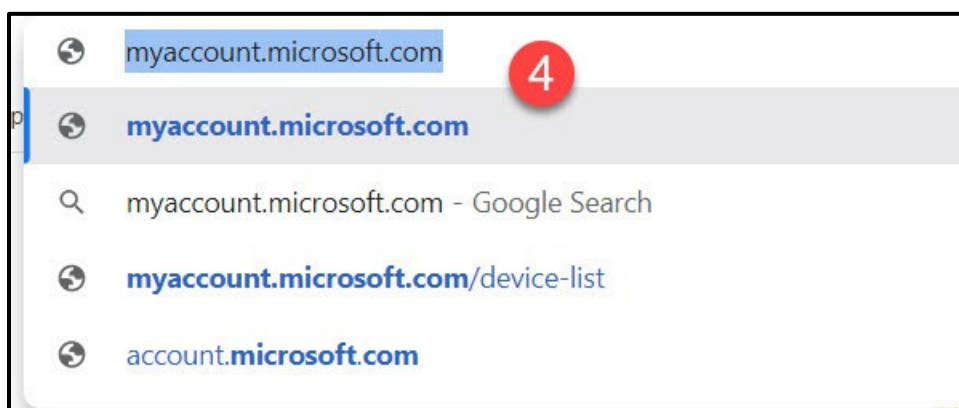


Step 3



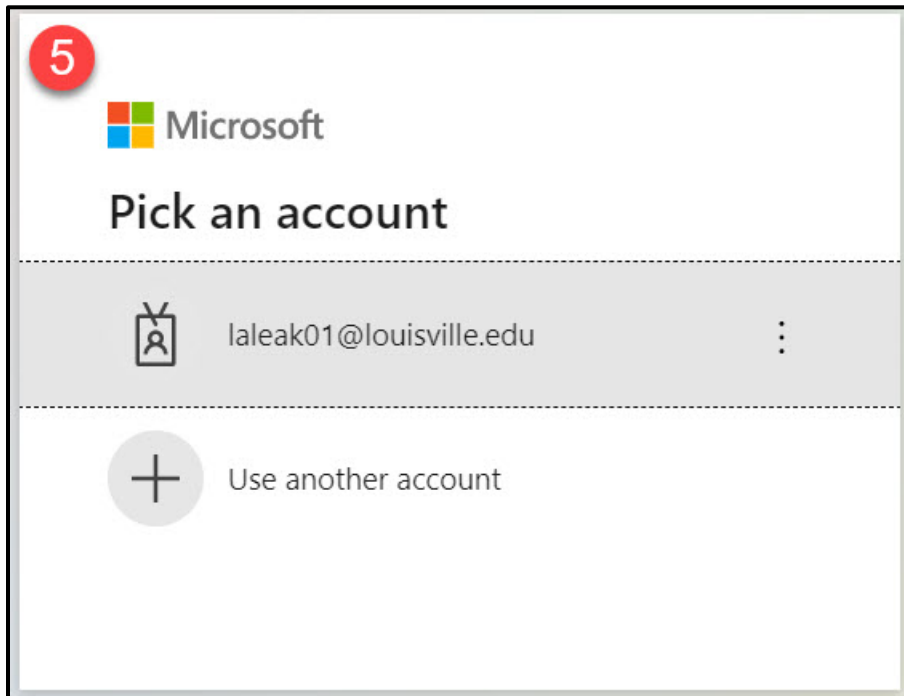
Step 4

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



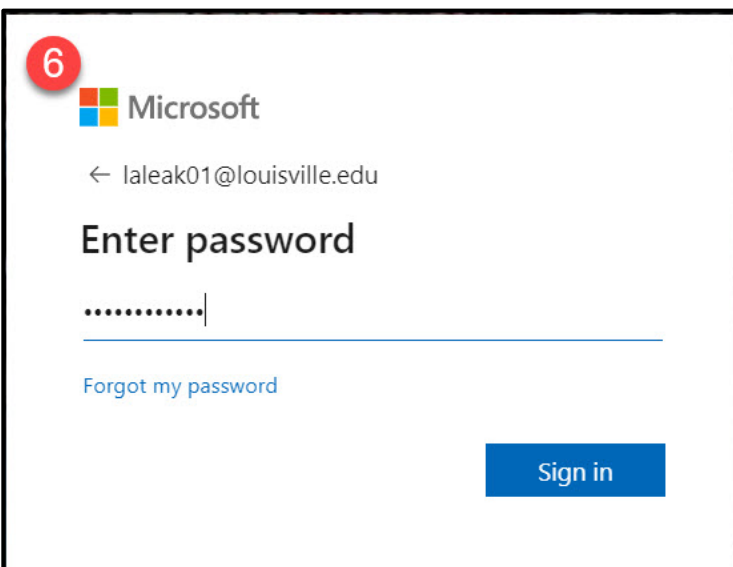
Step 5

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



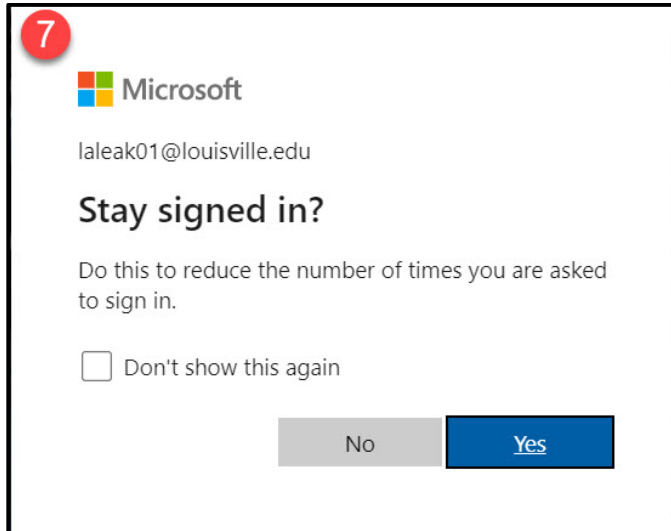
Step 6

Enter your password when prompted.



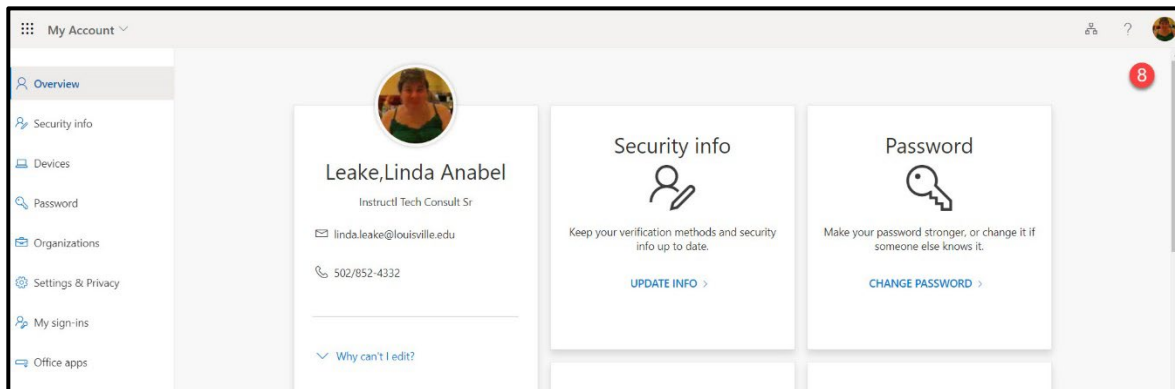
Step 7

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



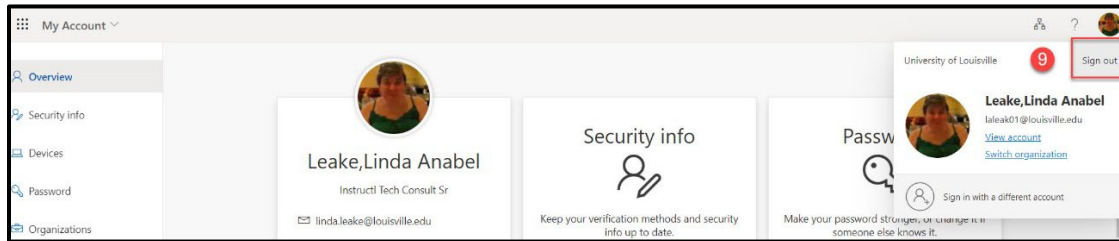
Step 8

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



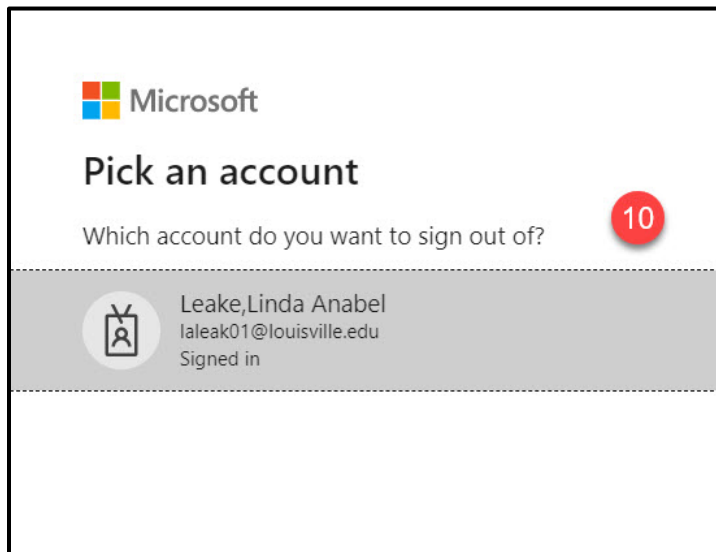
Step 9

Click the Sign Out button to remove the token from Microsoft



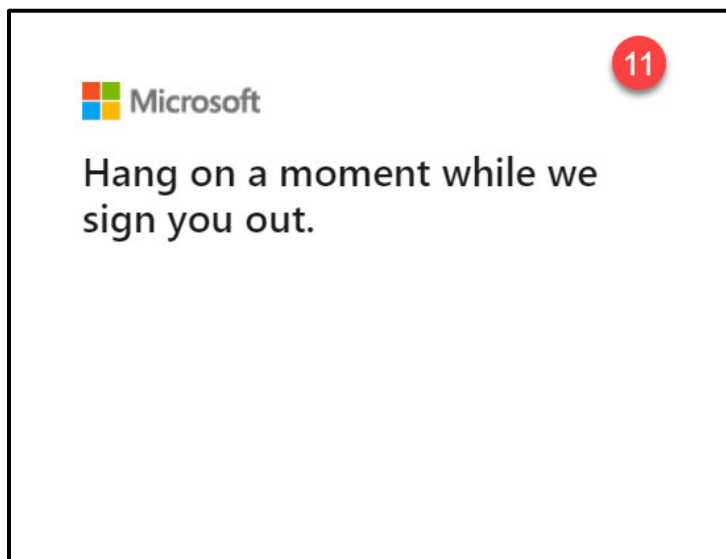
Step 10

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



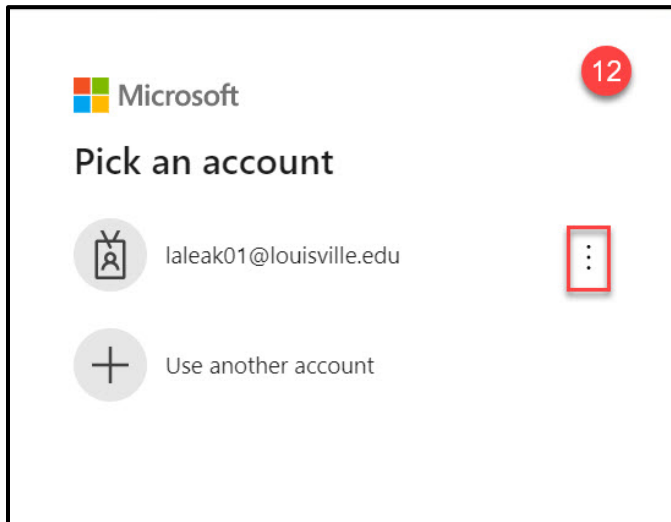
Step 11

Click your account to logout of Microsoft.



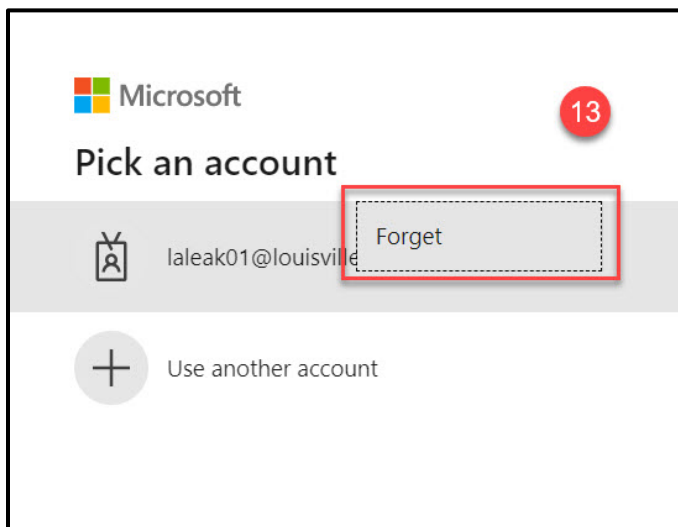
Step 12

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



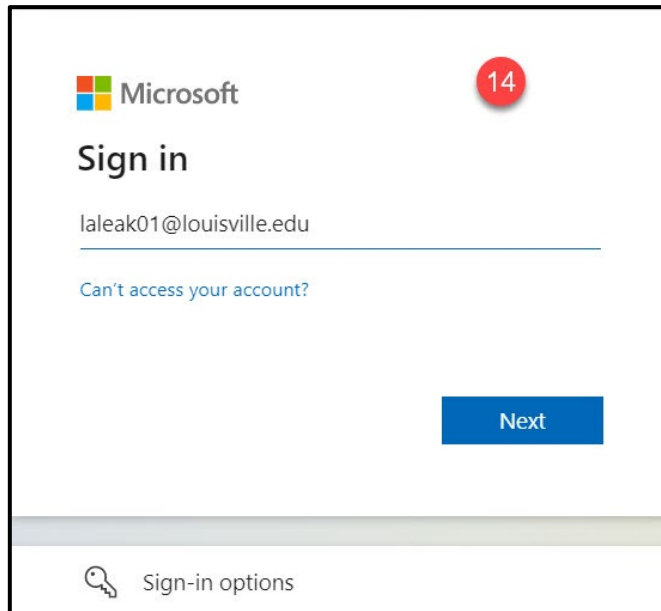
Step 13

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



Microsoft


14

Sign in

laleak01@louisville.edu

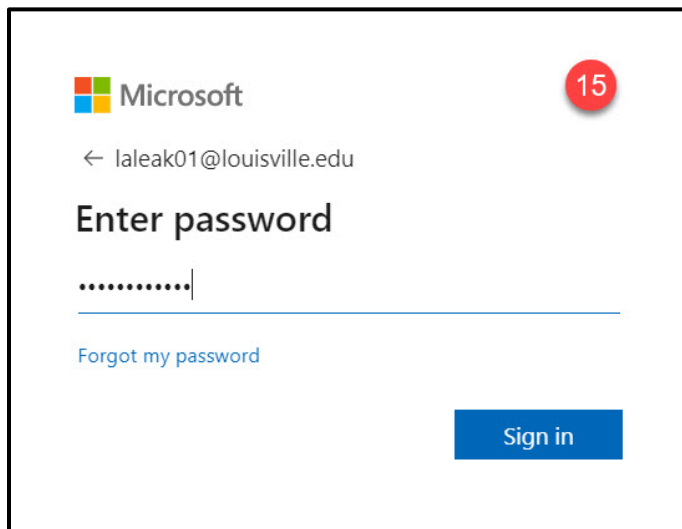
[Can't access your account?](#)

Next

 Sign-in options

Step 15

Enter your password



Microsoft

15

← laleak01@louisville.edu

Enter password

.....|

[Forgot my password](#)

Sign in

Step 16

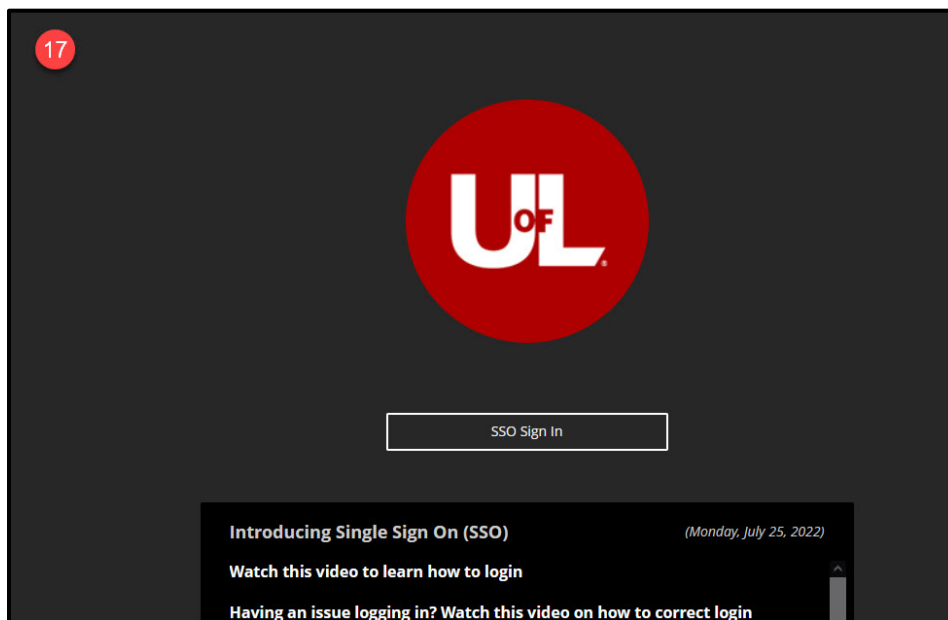
On the next screen, it will ask if you want to remain signed in, Choose "Yes"



A Microsoft dialog box titled "Stay signed in?". It shows the email address "laleak01@louisville.edu". The text asks the user to stay signed in to reduce the number of times they are asked to sign in. There is a checkbox labeled "Don't show this again" and two buttons: "No" and "Yes". A red circle with the number "16" is positioned over the "Yes" button.

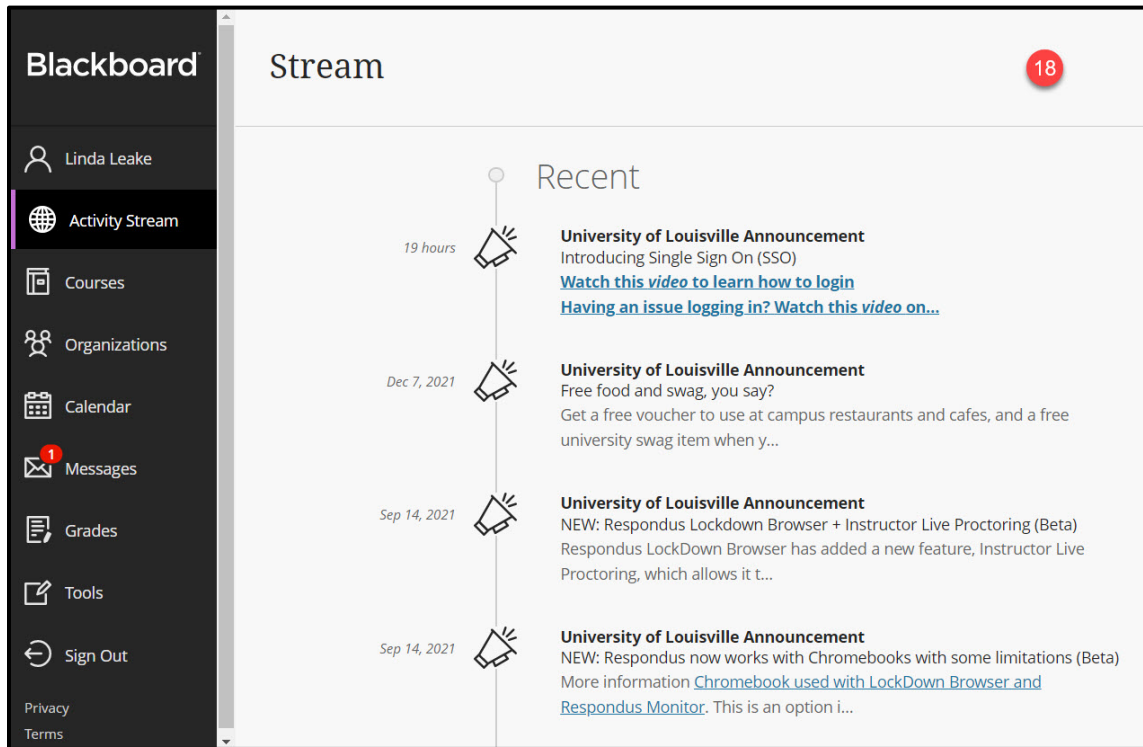
Step 17

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.