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"



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





Step 4

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



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

5 Microsoft				
PICK an account				
à	laleak01@louisville.edu			
+	Use another account			

Step 6

Enter your password when prompted.



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

7			
Microsoft			
laleak01@louisville.edu			
Stay signed in?			
Do this to reduce the number of times you are asked to sign in.			
Don't show this again			
No <u>Yes</u>			

Step 8

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

III My Account ~				a ? 🕚
A Overview				8
𝒫 Security info		Security info	Password	
Devices	Leake,Linda Anabel	O		
S Password	Instructl Tech Consult Sr	\sim	~	
C Organizations	🖾 linda.leake@louisville.edu	Keep your verification methods and security info up to date.	Make your password stronger, or change it if someone else knows it.	
Settings & Privacy	S02/852-4332	UPDATE INFO >	CHANGE PASSWORD >	
℅ My sign-ins				
🖙 Office apps	✓ Why can't I edit?			

Step 9

Click the Sign Out button to remove the token from Microsoft

${ m III}$ My Account $^{\smallsetminus}$				a ? 🚭
Q Overview			University of Louisville	9 Sign out
₽ Security info		Security info	Pacsua Pacsua	te,Linda Anabel
🖴 Devices	Leake,Linda Anabel	O .	Switch	organization
🖓 Password	Instructl Tech Consult Sr	\sim	Sign in with a diff	erent account
G Organizations	🖾 linda.leake@louisville.edu	Keep your verification methods and security info up to date.	Make your password stronger, or change ic in someone else knows it.	

Step 10

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



Step 11

Click your account to logout of Microsoft.



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.



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Now you can re-login to Microsoft with <u>username@louisville.edu</u>

Microsoft	14
laleak01@louisville.edu	
Can't access your account?	
	Next
	Next

Step 15

Enter your password



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



Step 17

So now, we will go back into Blackboard. Click "SSO Sign On"

17		SSO Sign In		
	Introducing Single	e Sign On (SSO)	(Monday, July 25, 2022)	
	Watch this video to Having an issue logg	learn how to login ;ing in? Watch this video on how to co	orrect login	

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.