

Troubleshoot Login Issues: Single Sign On (SSO) Users

Last Modified on 08/01/2023 9:37 am EDT

Overview

Your users may encounter several errors when attempting to log into Resolver using SSO (Single Sign On) feature. Below is a list of the most common login errors with solutions.

Resolver Support cannot create or enable user accounts.

Please contact your Resolver Core administrator if the troubleshooting steps do not work.

Related Setup/Information

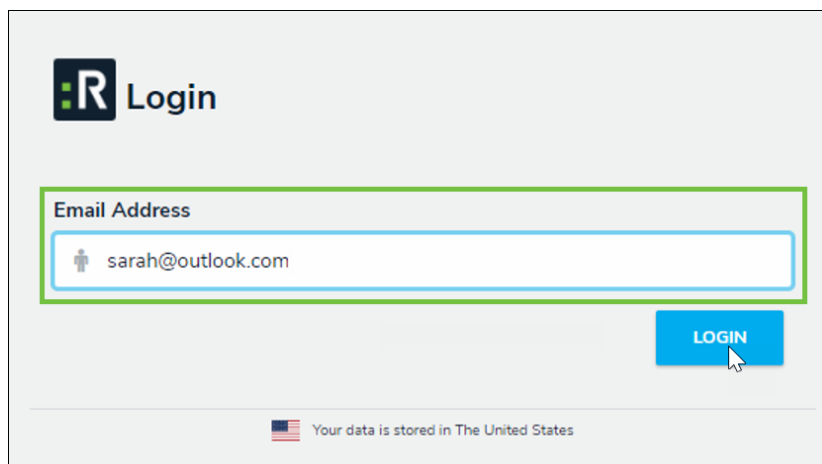
For information on how to clear a browser's cache, please follow the link below:

- [Clear the Browser Cache](#)

Session expired or invalid. Please re-login

Description:

This error may occur when a Resolver session is idle for over 15 minutes. The error will also occur when the application is open in multiple browser tabs and one of those sessions is idle. All sessions will expire.



Login Screen

Solution:

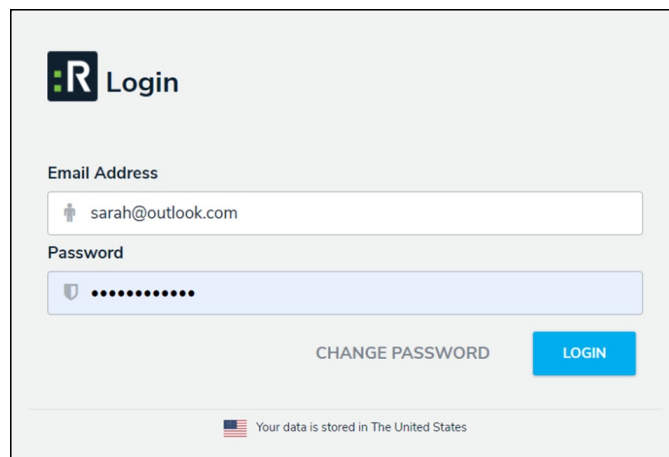
1. From the **Resolver Login** screen, click the **Login** button.
2. If the Email Addressed in the **Email Address** field is not yours, or you cannot log in, click the **Change User** button.

3. If your email address does not automatically appear, type it in the **Email Address** field.
4. Click the **Login** button.

The Password field won't disappear

Description:

This error may occur when the user attempts to use the Resolver SSO login feature, and the **Password** field remains on-screen.



The screenshot shows the Resolver Login interface. At the top left is the Resolver logo (a green 'R' in a square) followed by the word 'Login'. Below this are two input fields. The first is labeled 'Email Address' and contains the text 'sarah@outlook.com'. The second is labeled 'Password' and contains a series of dots, indicating a masked password. Below the password field are two buttons: 'CHANGE PASSWORD' and 'LOGIN'. At the bottom of the form, there is a small American flag icon and the text 'Your data is stored in The United States'.

Password Field Still Remains

Solution:

1. Refresh your browser page.
2. Review the website address in your browser and ensure it ends in **/login?sso=true**.

`https://www.resolver.com.resolver.com/#/session/login?sso=true`

Address

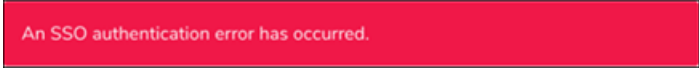
3. Delete the contents in the **Password** field and press the **Tab** or **Enter** button on your keyboard
4. **Clear the Browser Cache.**
5. Contact your Resolver Administrator to check your user profile:
 - The User is enabled.
 - The SSO feature is enabled.
 - The user's email address is correct.

If the issue persists, ask your Resolver Administrator to contact **Resolver Support**.

An SSO authentication error has occurred

Description:

This error may occur when a user has an account problem or enters their SSO email address incorrectly.



An SSO authentication error has occurred.

An SSO Authentication Error

Solution:

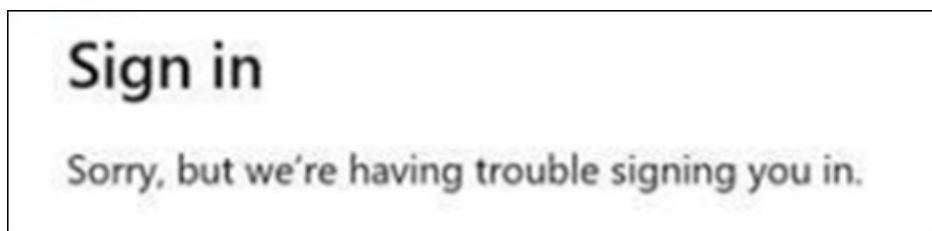
1. Confirm you are accessing the correct web environment from your Resolver Core administrator.
2. Contact your Resolver Administrator to check your user profile:
 - The User is enabled.
 - The SSO feature is enabled.
 - The User's Email address is correct.
3. Contact your IT Team to review your SSO Identity Provider (IdP) to ensure your User credentials match your Resolver email address, and your account is active.

If the issue persists, ask your Resolver Administrator to contact [Resolver Support](#).

Sorry, but we're having trouble signing you in

Description:

This error may occur when a user's SSO login fails, and they see an SSO IdP error message outside of Resolver.



Sign In Error Message

Solution:

- Contact your company's IT Team to review your SSO IdP and ensure your user is active and the email address on file matches your Resolver Core email address.
 - Try to clear the browser Cache.
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Access Denied. Please contact your Administrator

Description:

This error may occur when IP restrictions have been set on the Org.

Access Denied. Please contact your administrator.

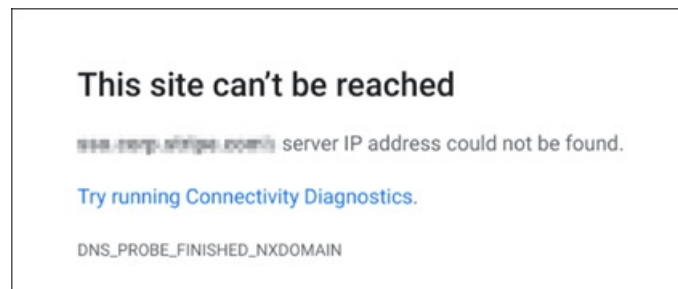
Solution:

- Contact your Resolver Administrator for further assistance

This site can't be reached / DNS_PROBE_FINISHED_DOMAIN

Description:

The error may occur when a user's SSO login fails due to an issue on their device's Domain Name System (DNS) library.



Site Error Message

Solution:

- Contact your company's IT Team to review your device's DNS settings.

The login button is greyed out, and never logs in

Description:

This error may occur when a user attempts to log in. The Redirecting ... system message appears under the Password field, but the Org never loads.

Solutions:

- Refresh your browser tab.
- Follow these instructions to [Clear Browser Cache](#).