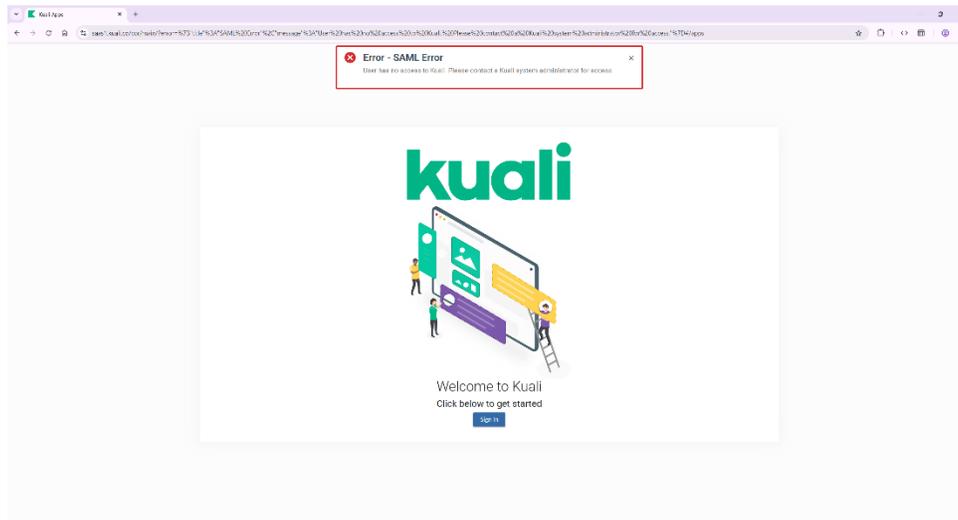


Question: I've tried logging into RES several times and I keep receiving a SAML Error Message, what is the problem ?



Answer: What's happening is that the user's browser has saved the failed login and isn't giving the user a chance to go through UML Single Sign On (SSO) Authorization again. The system doesn't allow the user the chance to go through SSO Authorization again but instead brings the user to a different Kualiti environment that UML doesn't host.

To fix this error, the user will need to delete the "microsoftonline.com" cookie in their browser.

If using Chrome the user can paste this link

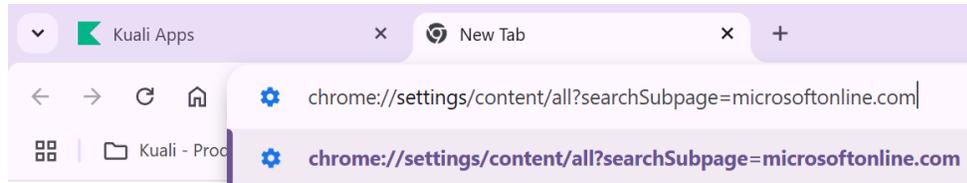
<chrome://settings/content/all?searchSubpage=microsoftonline.com> into the address bar and then click the trash bin icon next to it and then click "delete".

Next time the user goes to <https://uml.kualiti.co/> they should be forced to sign in with SSO again.

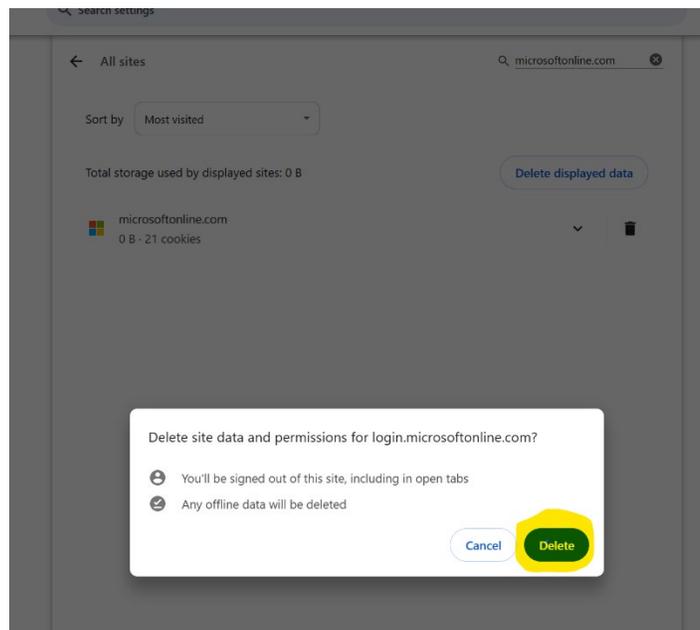
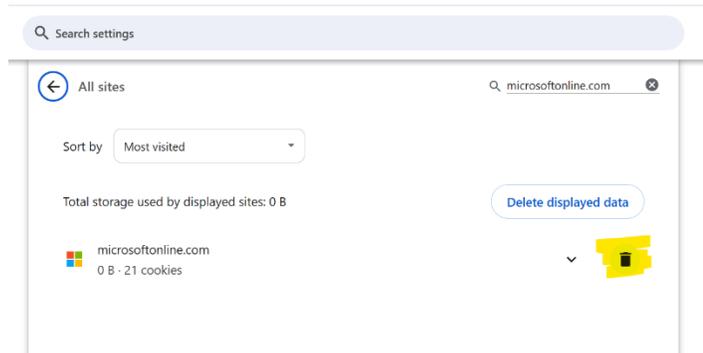
Below is a quick guide on it for Chrome (it's the same in Firefox but you just need to go to a different place to delete the cookie).

Follow these steps:

1. Go to your cookies and search for "microsoftonline.com", you can use this link to get there directly "chrome://settings/content/all?searchSubpage=microsoftonline.com"

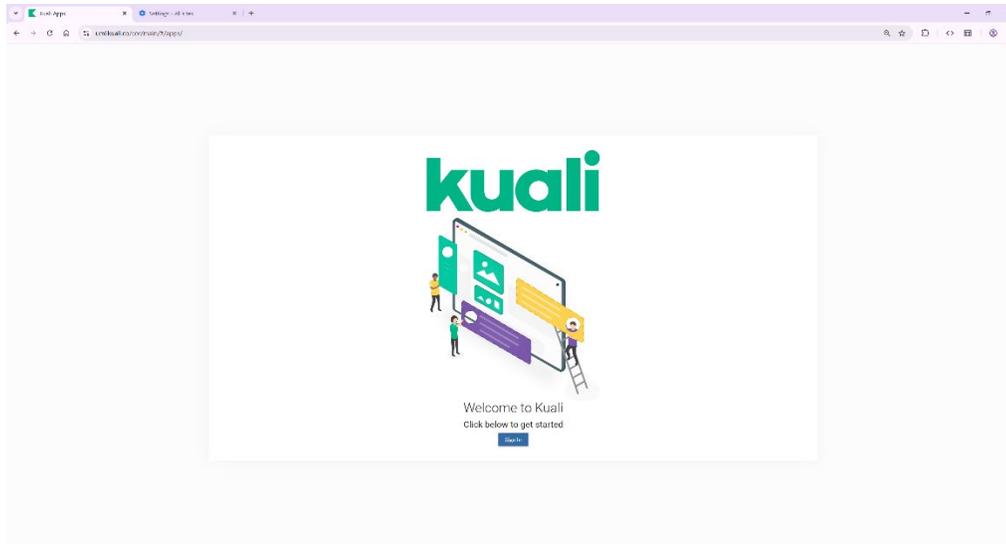


2. Delete the microsoftonline.com cookies

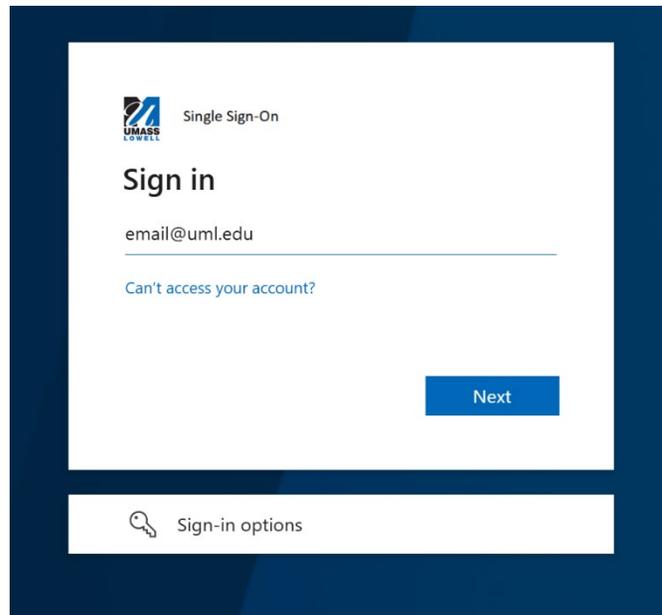


a.

3. Go to "<https://uml.kuali.co/>" in a new tab and click "Sign In"



4. You should then be prompted with the normal SSO login, where you need to enter your email. **NOTE:** if you have both a student email account and a uml.edu account you need to log in with your uml.edu account and not your student email account.



5. If you continue to have issues contact IRB@uml.edu or call 978-934-4134.