

# Log In Troubleshooting

If you are unable to log in, it may be a problem with your **internet connection**, your **browser**, or your **password**.

Try using a different browser. If you used Internet Explorer, try using Firefox or Chrome instead and see if that resolves the issue.

Shibboleth is a single sign-on service which provides authentication and authorization services for several systems, including ASULearn. If you receive the following error message, it indicates a problem with Shibboleth (not necessarily ASULearn).



## ERROR

An error occurred while processing your request. Please contact your helpdesk or user ID office for assistance.

This service requires cookies. Please ensure that they are enabled and try your going back to your desired resource and trying to login again.

Use of your browser's back button may cause specific errors that can be resolved by going back to your desired resource and trying to login again.

Very often this issue can be resolved by [clearing the cache](#) in your browser, making certain your are on a solid internet connection, and logging in again.

If none of these fixes the issue, call the Help Desk at 828-262-6266 or [Submit a Service Request](#) and indicate your issue is related to Shibboleth.

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