

# Log In Troubleshooting

If you are unable to log in to AsULearn, it may be a problem with your **internet connection**, your **browser**, your **password**, or Appstate's single sign-on service, **Shibboleth**.

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

**Shibboleth** is a single sign-on service used by Appstate. It provides SSO authentication and authorization services for campus systems, including AsULearn. If you receive the following error message, it indicates a problem with Shibboleth authentication at the system level:



## 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.

You might also see an error message in AsULearn with the word **Shibboleth** in it, indicating a problem with authentication, not AsULearn. Often, if there has been an issue with Shibboleth, it is a good practice to [clear the cache](#) in your browser and attempt logging in again.

If issues persist, there is a chance that the university is experiencing a Shibboleth outage. You can check the [Appstate Systems Status](#) page to see if any services are down. Shibboleth appears under the Authentication tab.

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

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