Troubleshooting Access to the ND A+ Learning Management System

This document will cover the most typical issues users experience when trying to access the Learning Management System (LMS) required for Proctor Certification.

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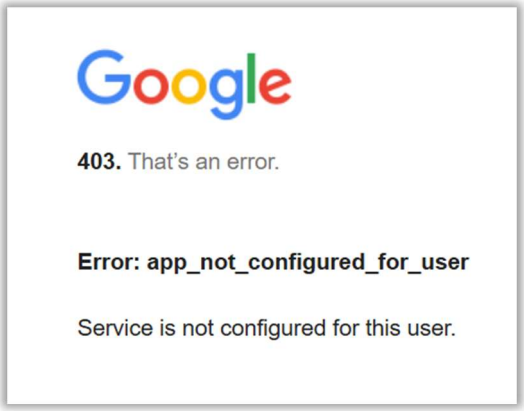
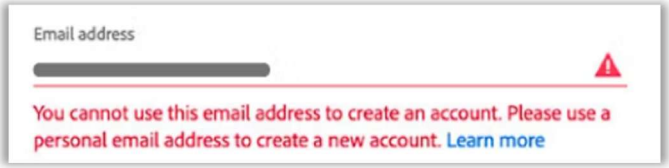
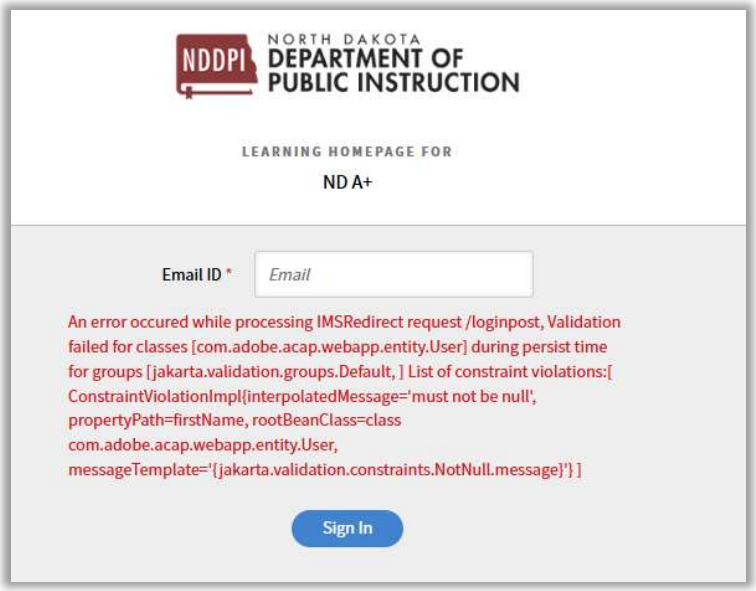
Managed Email or Domain Enforcement Enabled

ISSUE: Users are directed to a localized portal or single sign-on (SSO) screen for their organization and receive an error after attempting to sign in or create an Adobe account with their district or school email address. Example error messages users may see are shown below.







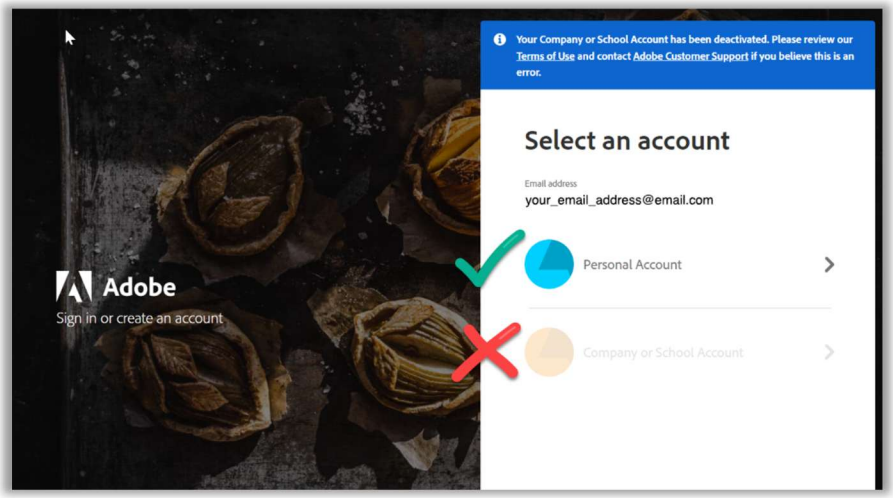
WHY THIS OCCURS: An organization-**managed email** refers to a work or school account overseen by a central authority rather than an individual user. These accounts may also be subject to a **domain enforcement** policy—a security measure established at the administrative level—which restricts the access and usage of certain email domains. This typically restricts

third-part app access or prevents the establishment of additional accounts, profiles, or new Adobe accounts if the email address is already associated with another license.

POTENTIAL SOLUTIONS:

1) Use a secondary email (a different work/school or personal email) with the self-register option. Please note, the secondary email cannot be associated with another Adobe license.

2) Try creating a Personal Adobe ID using the work/school email address (provided domain enforcement is not enabled). After doing so, users can log back in to the site by selecting the "Personal Account" option and not the "Company or School Account."



3) Work with local IT to whitelist Adobe and/or Adobe Learning Manager in the administration platform. Process steps will vary depending on which Identity Provider (IDP) the organization uses (Google, Microsoft, etc). This allows users to login to the LMS using the district/school's login method without getting an error.

4) Work with local IT to disable domain enforcement in the management console. Process steps will vary depending on which Identity Provider (IDP) the organization uses (Google, Microsoft, etc). This will allow the users in this domain to create a Personal Adobe ID (as noted in #2 above) with their school email instead of going through their school SSO, which will allow them to bypass their login page.

Pearson's technical support team is available to meet with users or their IT representatives to troubleshoot if needed. To schedule a meeting, please use this link to select a time that works for your schedule. https://ndaplus.mypearsonsupport.com/tech-setup.html

Error Message After Entering Email on “Sign into the LMS” Page

Error: No user details found for the emailid, please check with your admin if you have an active account in Adobe Learning Manager.

ISSUE: Users receive an error message after entering their email using the “Sign into the LMS” option.

WHY THIS OCCURS: This error will appear when a user either does not have an active LaunchPad account or has a new LaunchPad account that hasn’t been added to the LMS directory yet.

POTENTIAL SOLUTION: Verify the correct email address, and confirm you have an active account in LaunchPad. If a user is newly added to LaunchPad they will appear in the LMS directory within a week.

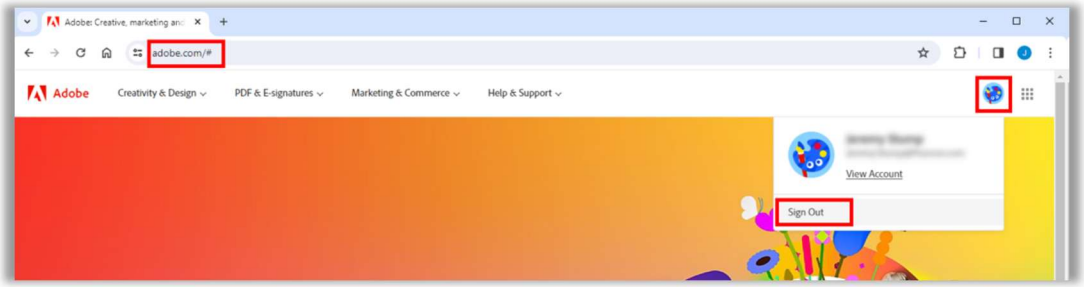
Sign-In Continuous Loop Error/ Alternate Adobe Account in Use

ISSUE: Users are unable to login to the North Dakota LMS properly because they may have an alternate email/account connected to Adobe that results in a continuous login loop between accounts.

WHY THIS OCCURS: Adobe retains information from prior email addresses and passwords, resulting in an automatic attempt to log into an alternate account.

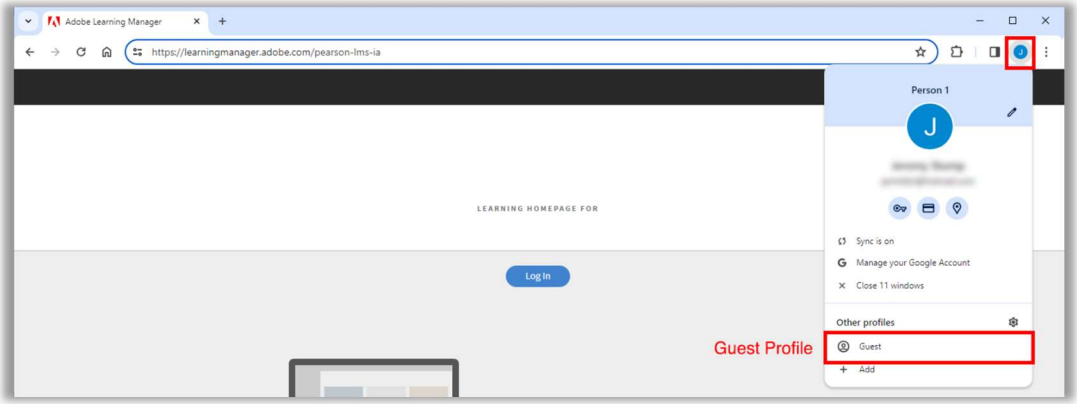
POTENTIAL SOLUTIONS:

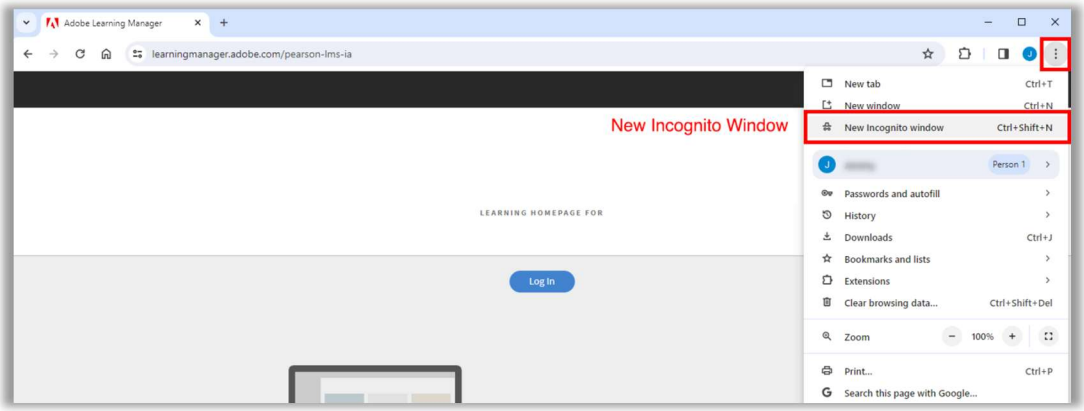
1) Sign out of any existing Adobe account by going to adobe.com, selecting the profile dropdown and then selecting Sign Out.



2) Try clearing the cache and cookies from within the existing browser.

3) Use a Guest profile or private/incognito window. Open a new browser window using a guest profile account or private/incognito window. Then try to log in using the appropriate LMS login link (sign-in or self-register).





4) Try using a different browser to login. Open a different browser and then try to log in using the appropriate LMS login link (sign-in or self-register).

Multi-Factor Authentication

ISSUE: Users see an authentication code screen and are required to enter a code sent to their email address.

WHY THIS OCCURS: This is the Multi-Factor Authentication (MFA) layer of Adobe access. It is only triggered as a security measure if Adobe detects something "unusual" about the login attempt.

POTENTIAL SOLUTION: Follow the steps to receive and enter a code. Users should avoid entering their email address repeatedly.

Users Directed to Create Account Screen

ISSUE: Users land on this screen immediately after beginning login process.

WHY THIS OCCURS: This screen appears because these users have not yet created an Adobe profile with the email entered.

POTENTIAL SOLUTION: Follow the prompts to create an Adobe profile. Reference the steps to create an account in the appropriate quick guide located on the ND A+ Portal Site under Training.