

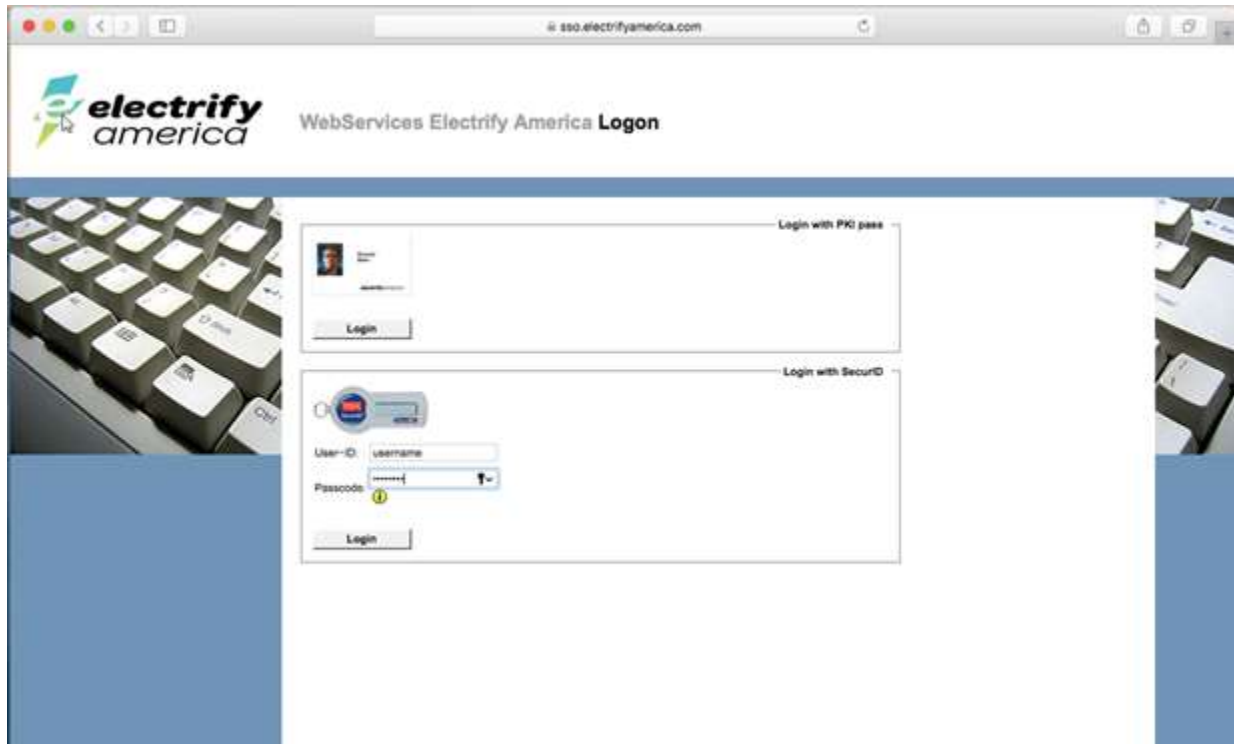
Single Sign-On iOS Troubleshooting

Corporate Users

Users on all iOS devices can use SSO as well, however, they can't use the PKI interface. They will need to log on using the username/pwd fields.

Have the user navigate to the desired Electrify America Site.

They should be redirected to this page:



In the Lower part of the page enter your username and password. You will then be redirected to this page:

IBM Security Access Manager

Standard Authentication

Username:
Username

Password:
Password

Login

Token Authentication

Username:
Username

Passcode:
Passcode

Token Login

HPDIA0200W Authentication failed. You have used an invalid user name, password or client certificate.

IBM 12:24 PM

Re-enter your NETWORK CREDENTIALS into the TOP portion of this page. Once authenticated you should be routed to the application you were trying to access.

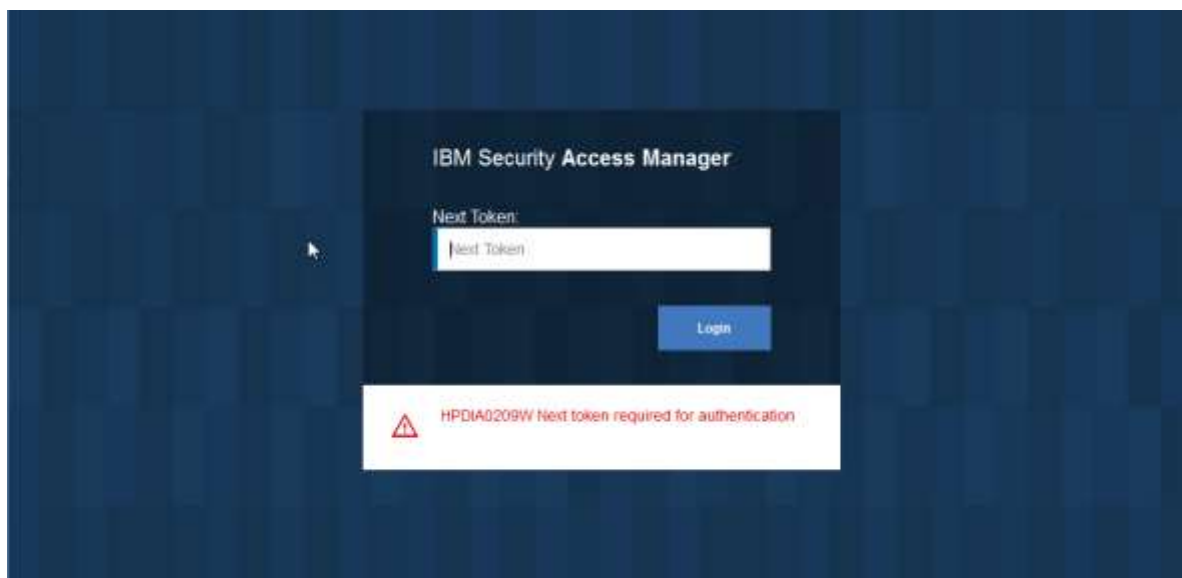
External Users

When a user gets directed to the Single Sign-On(SSO) page they will be presented this screen



The user will enter their network id for the User ID and their personally set PIN.

Once you submit the correct credentials, you will be redirected to the following page and texted a numeric token to the phone number on file. Enter the token here:



Once the user is authenticated, they will be redirected to the application they were trying to access.

