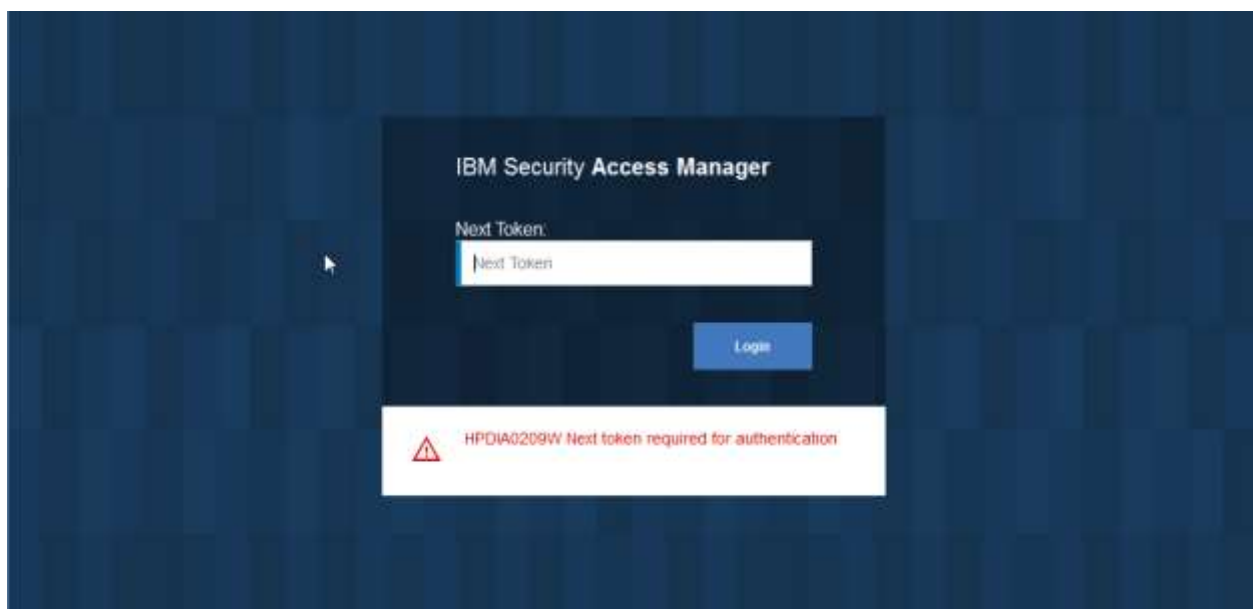# Single Sign-On Vendor/External User Troubleshooting

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.