If any of the below scenarios applies to you, then read details on how to troubleshoot. Otherwise, connect with your Deloitte ALM admin to open a support ticket.

1. External user seeing "NetIQ Access" page

When an external user is accessing ALM for the first time after activating their account in CIAM, they see the below screen.

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	6Copyright 1995 - 2010 Micro Focus or one of its attillates.	

To resolve:

Close browser tab. Open a new tab for <u>https://alm.deloitte.com</u> Click "Login to ALM".

2. Issue accessing ALM on Edge browser

If unable to login to ALM while using Microsoft Edge browser

- Clear browser cache/cookies
- Navigate to Manage profile settings and sign out of your profile
- Relaunch <u>https://alm.deloitte.com</u>



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	Appearance	Your organization has turned off sync for this device.										

3. Deloitte user repeatedly prompted to enter credentials

Deloitte user gives username in the ALM login screen, but unable to login and sees the below screen repeatedly.

In Edge browser:

Windows Security						
Authorization required by https://dttsts.deloitteresources.com						
User name						
Password						
Domain: US						
OK	Cancel					
ÖK	cuncer					

To resolve:

- Deloitte users on a Deloitte laptop should be automatically logged into ALM via single sign-on upon giving Deloitte credentials and responding to the MFA prompt. Confirm that user is enrolled in by logging into the <u>Multi-Factor</u> <u>Authentication</u> portal directly.
- Upon successful MFA login, relaunch <u>https://alm.deloitte.com</u>