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

Common login issues:

1. External user seeing "NetIQ Access" page
2. User previously accessed Octane successfully, but now seeing "Authentication failed" or similar message
   a. Octane login page is presented
   b. Deloitte user on Edge browser
   c. User has recently changed name or email address
   d. If you haven't logged in for 45 days, your account may have been automatically deactivated. Ask your Deloitte Octane admin to reactivate your account.
3. User seeing "No available workspace for this user"
4. Internal user repeatedly prompted to enter credentials

1. External user seeing "NetIQ Access" page

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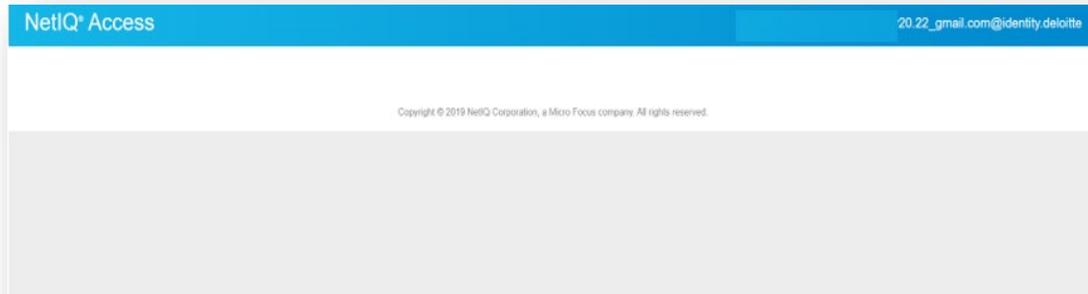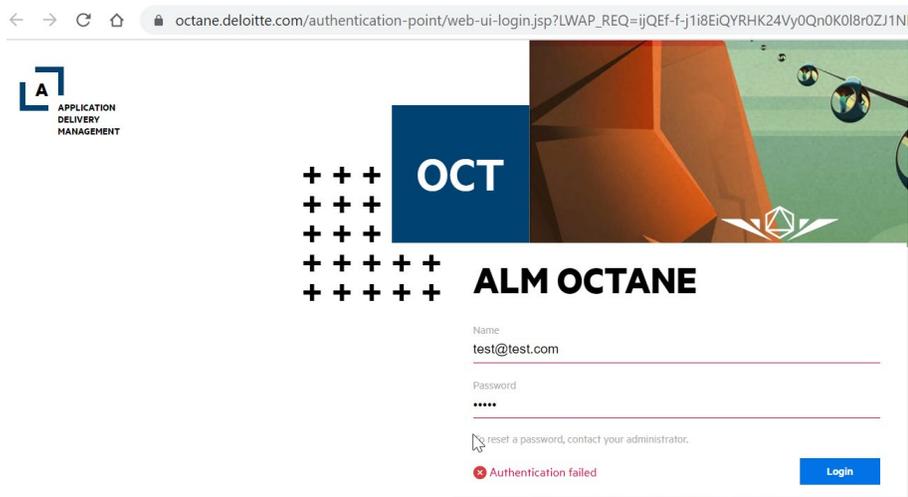

To resolve:

Close browser tab. Open a new tab for https://octane.deloitte.com/. Click "Login to ALM Octane".

2. Authentication failure

a. Octane login page is presented

User sees the below Octane screen and "Authentication failed" message upon entering name and password.

To resolve:

- The above authentication page is no longer valid because single sign-on is enabled. Clear browser cookies/cache and relaunch Octane URL: https://octane.deloitte.com

b. Deloitte user on Edge browser

If unable to login to Octane while using Microsoft Edge browser

- Clear browser cache/cookies
- Navigate to **Manage profile settings** and **sign out** of your profile
- Relaunch https://octane.deloitte.com
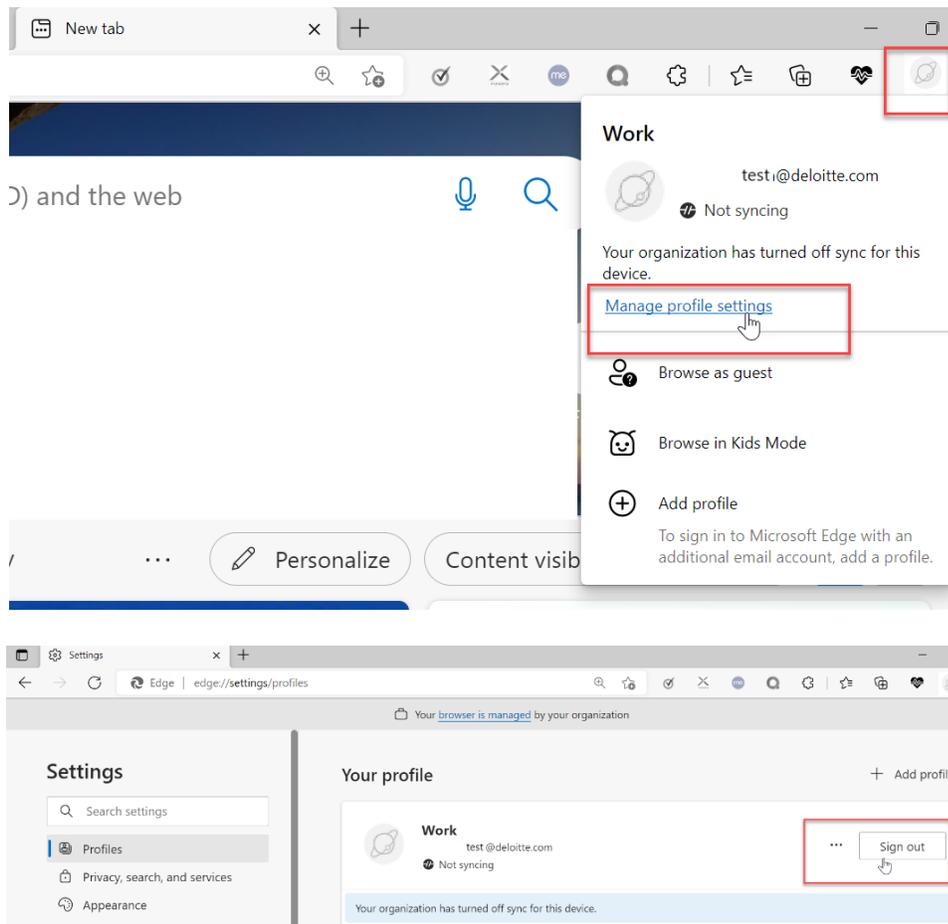
c. User has recently changed name or email address

To resolve:

- External users can try resetting their password in the CIAM self-help portal

- Internal or external users can try logging into [Multi-Factor Authentication](#) directly to ensure that is not the issue
- Try logging into another consulting tool (i.e., PMC, ALM, etc.) to determine if it is just Octane that they are unable to access

If none of the above resolves the issue, work with your Deloitte Octane admin to log a support request and note that your name/email address has been changed and what steps you have performed to troubleshoot. Normally, name changes should sync up to Octane but if not, then your account will have to be readded to Octane by support.

3. No available workspaces for the user

When logging into Octane, user sees message "No available workspace for this user."

Cause:

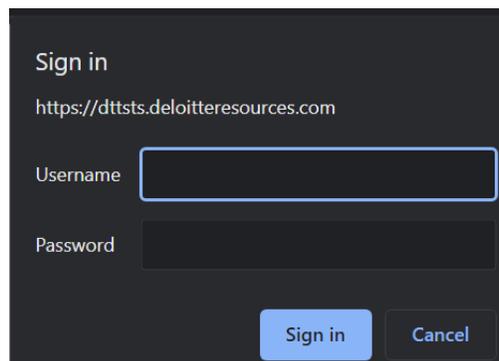The user might be deactivated in the Octane workspace due to inactivity in the past 45 days.

To resolve:

Contact the project's Deloitte Octane admin (Project lead/manager/Scrum master) and request that the user's account be reactivated.

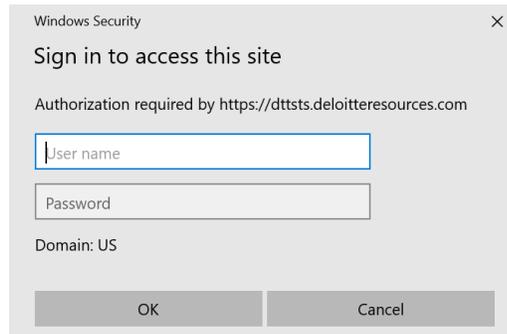## 4. Internal user repeatedly prompted to enter credentials

Deloitte user gives outlook credentials as username and password in the login screen, but unable to login and sees the below screen repeatedly.

In Google chrome:

In Edge browser:

To resolve:

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