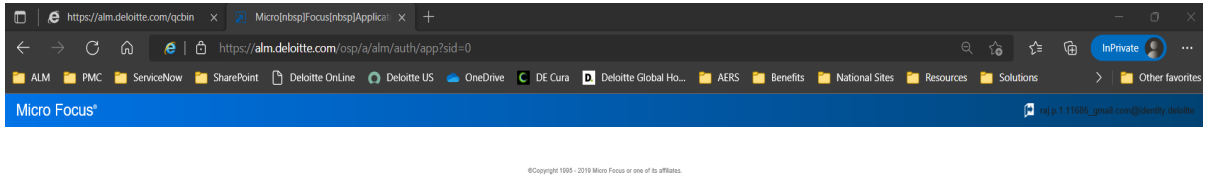


If any of the below scenarios applies to you, then read details on how to troubleshoot. Otherwise, connect with your Deloitte ALM admin to open a support ticket.

## 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.



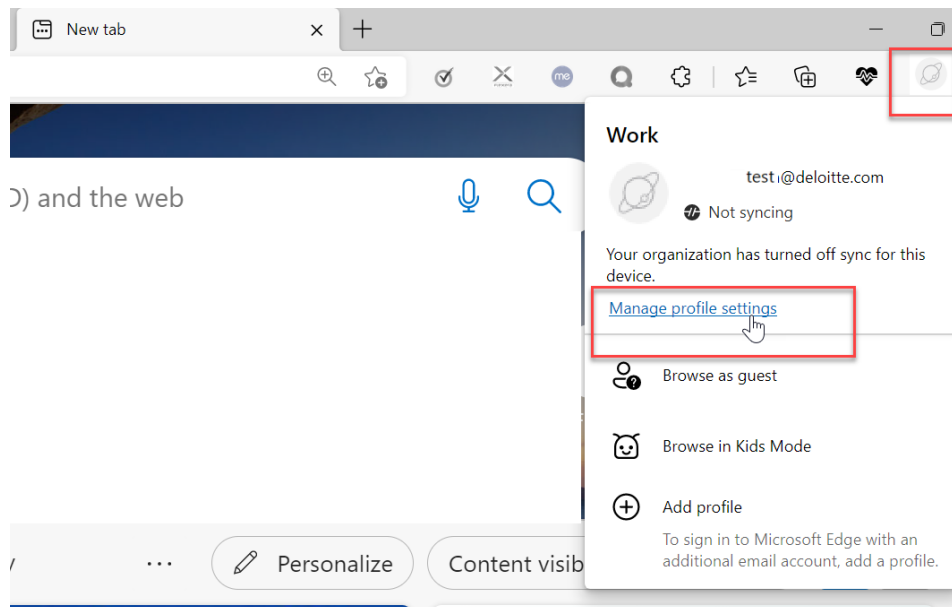
### To resolve:

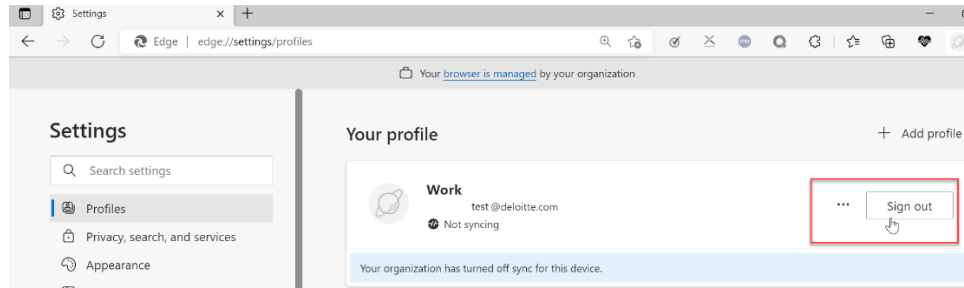
Close browser tab. Open a new tab for <https://alm.deloitte.com> Click “Login to ALM”.

## 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 <https://alm.deloitte.com>

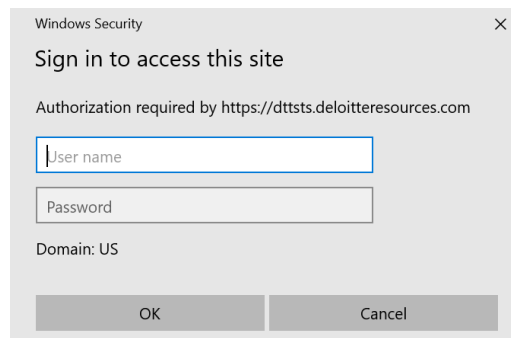




### 3. Deloitte user repeatedly prompted to enter credentials

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

In Edge browser:



**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 [Multi-Factor Authentication](#) portal directly.
- Upon successful MFA login, relaunch <https://alm.deloitte.com>