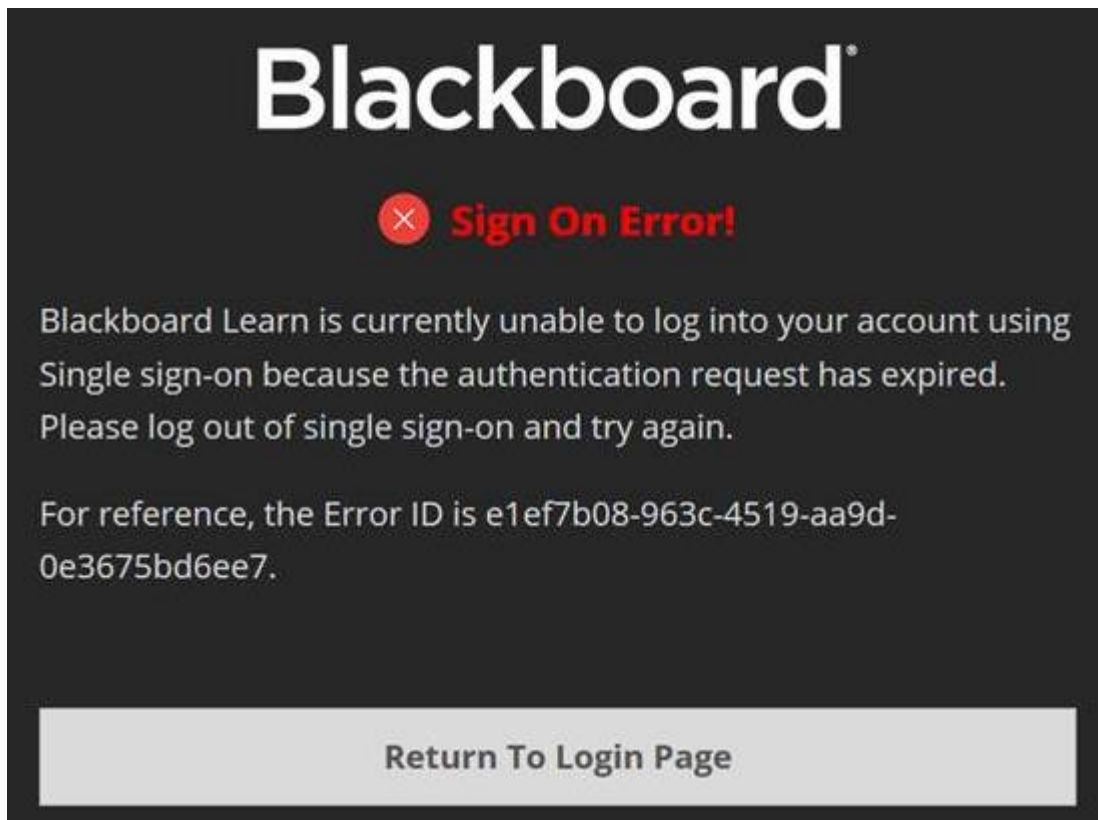


Polymall/NYP SaaS LMS Azure login issue

When user encountered this login issue (similar to below), ask the user log-out his/her azure (office 365) account and re-login to Polymall/NYP SaaS LMS.

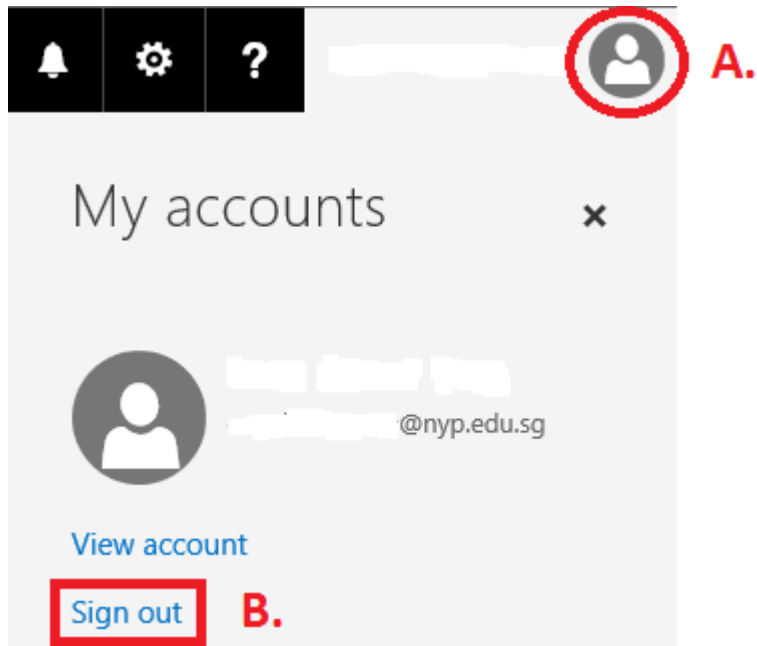


Steps

- 1) Access the URL <https://login.microsoftonline.com>
- 2) Login using email address and password.
- 3) Once login, user should see the screen similar to below.



- 4) A. Click on the “User” icon on the top right hand corner to expand the dropdown box.
B. Click “Sign out” to sign out totally.



- 5) Close all the browser and open a new one.
6) Login to Polymall/NYP SaaS LMS again.