

Social Login Primer and Troubleshooting

Social login can be triggered in the following ways:

- The user triggers login from the Alumni Club Connection site.
- From the MichiganRoss site - **Note that this is NOT available yet - expect this to launch first quarter of 2019**
- After the first social login, the user will get the social login option for any page on iImpact - as long as the persistent cookie has not been deleted, and they are on the same device/browser.

Social Login Screen #1

Below is the screen the user will see when social login is triggered.

Note that the regular UM login is still available at the bottom of the list:

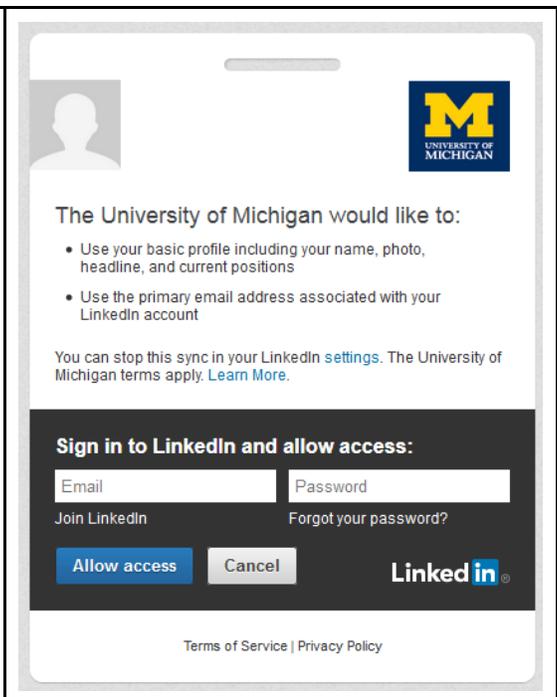


Social Login Screen #2 - Login to social media account

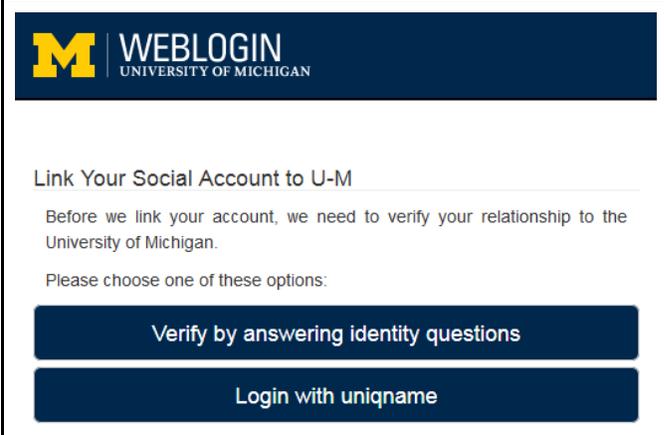
The user will see a different login screen depending upon which service they choose.

If they are already logged into that service, this screen is skipped.

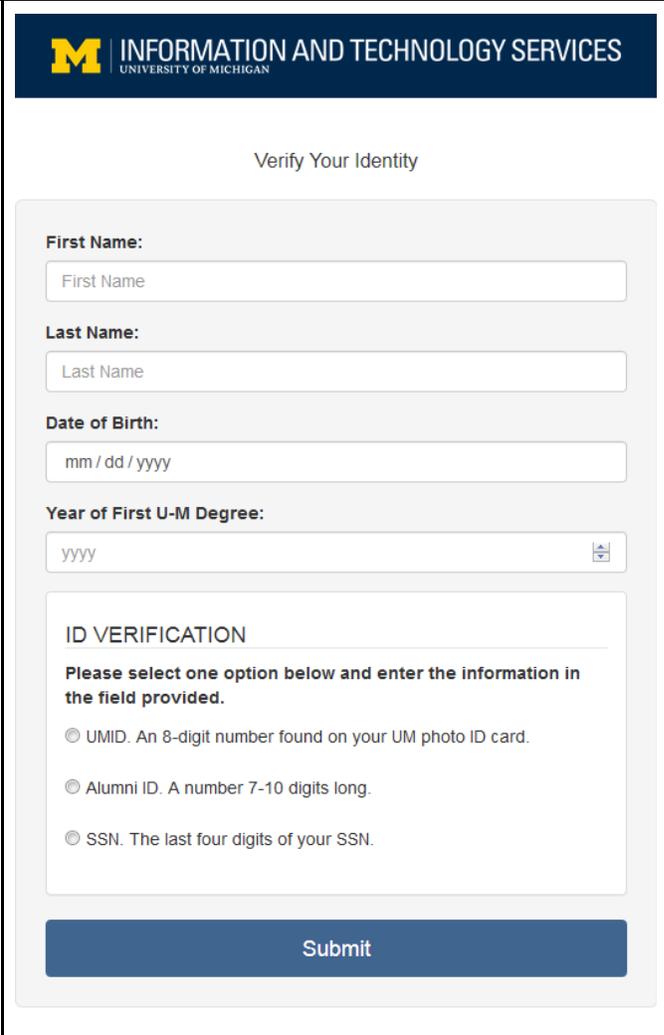
This is what it looks like for LinkedIn:



Social Login Screen #3- Link social media account to UM record.

<p>The linking process has to be completed once for every social media service that is connected to their UM account. Once completed, this is no longer required.</p> <p>If "Login with unickname" is chosen, the user will be taken to the regular UM login screen where they can log in with their unickname or Friend account.</p>	
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Social Login Screen #4 - Verify by answering identify questions

<p>If "Verify by answering identity questions" is chosen on the previous screen, the user will be taken to this screen:</p> <p>Once this form is completed, this social login provider will be linked with the users UM account.</p> <p>On future logins, only need to choose the social login option (first screenshot above) and then log in to that service.</p>	
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Troubleshooting

The following questions are covered in the document:

- Linking social media account to UM account does not work
- Access to social login denied by iImpact
- Social login option no longer offered at login

Linking social media account to UM account does not work

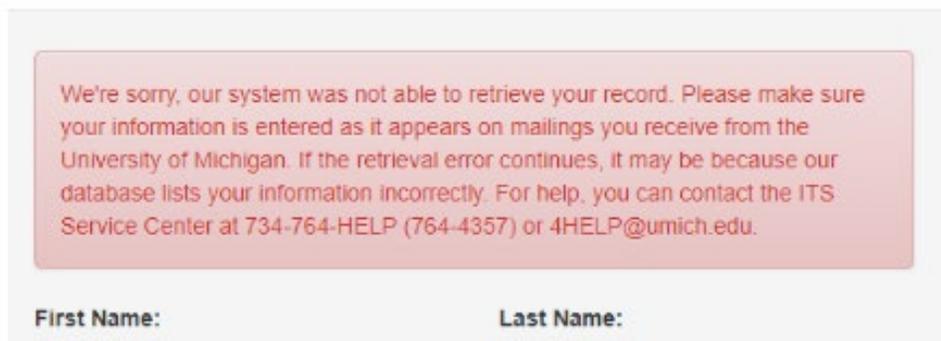
The most foolproof method for linking is to use their unickname and password to complete the linking process.

If the alum cannot remember their password, they can contact 4-HELP for a password reset. Note that the phone is answered 24/7 (even though the message says otherwise)

For the cases where unickname login is not an option, then the alum must choose the option to answer questions to establish identity. Here, they can have trouble for various reasons:

- The alum provides some piece of information that does not match the record that is in the UofM identity database, or they do not have enough information to complete (ie, international alumni do not have a SSN). If the alum does not have all the identifying information, they can be directed to our Alumni Relations office at: MIRossAlumniClubs@umich.edu

Verify Your Identity



The screenshot shows a web form titled "Verify Your Identity". At the top, there is a red-bordered box containing an error message in red text: "We're sorry, our system was not able to retrieve your record. Please make sure your information is entered as it appears on mailings you receive from the University of Michigan. If the retrieval error continues, it may be because our database lists your information incorrectly. For help, you can contact the ITS Service Center at 734-764-HELP (764-4357) or 4HELP@umich.edu." Below this message, the form has two input fields labeled "First Name:" and "Last Name:".

- If an error message is displayed (as opposed to the message above), then ask the user to send a screenshot to RossITSupport@umich.edu, and Ross IT will facilitate troubleshooting with the University.

Access to social login denied by iMPact

Some alumni will not be allowed to use social login. This includes all current students, faculty, and staff, and alumni that have access to an administrative-level application in iMPact (such as club officers, or student advisors). In this case, the alum will see the following message displayed after completing social login:

Your account has access to data that prevents you from using the social login.

Social Login can be used by people that:

- are Ross Alumni
- are not also Ross Faculty, Staff or a returning Student
- do not have administrative access to Ross applications (e.g. Alumni Club Officers)

If you aren't able to use Social Login, you can still use your Uniqname Login for access.

If you feel that you should be able to use Social Login but are being denied that access, please contact Ross IT at RossITSupport@umich.edu.

Log in with your Uniqname

If the alum feels that they should be able to use social login, contact RossITSupport@umich.edu for further investigation.

Social login option no longer offered at login

Once the user logs in via social, a persistent cookie remembers that they have used social login. Once they have that cookie, they get social login from any page on iMPact. However, if that cookie is deleted, or they switch to a different device or browser, the alum must go back to the social login entry point again.

Direct the user to the Club Connections page at <https://www.bus.umich.edu/MyiMPact/Clubs/Clubs.aspx>, and then click Login.