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## Unable to log in to Skolon

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Oops! Have you just tried to log in to Skolon but received an error message?



Oops! We couldn't find a user matching your login in Skolon!

You attempted to log in with the attribute user.idp\_identifier with value 28120256789

Please read the article below from our support for more information.

**Skolon Support** 

This is because Skolon has been unable to find a user account for you within our system. The two most common reasons why we cannot find an account are as follows:

- The user account does not exist in Skolon.
- The email address or other value used for login is not the same between the school's login system and what is registered in Skolon.

## How do I resolve this issue?

## If you are a student

Contact your teacher or the Skolon administrator at your school and inform them that you are unable to log in to Skolon.

## If you are a teacher or other school staff

Contact a Skolon administrator at your school or an organisation administrator at the local authority/trust and inform them that you are unable to log in to Skolon.

To easily get in touch with your school's administrator, see our guide: Contact your administrator

**Are you your school's administrator?** Read our article <u>Userdata missing from Skolon</u> for possible troubleshooting methods.