

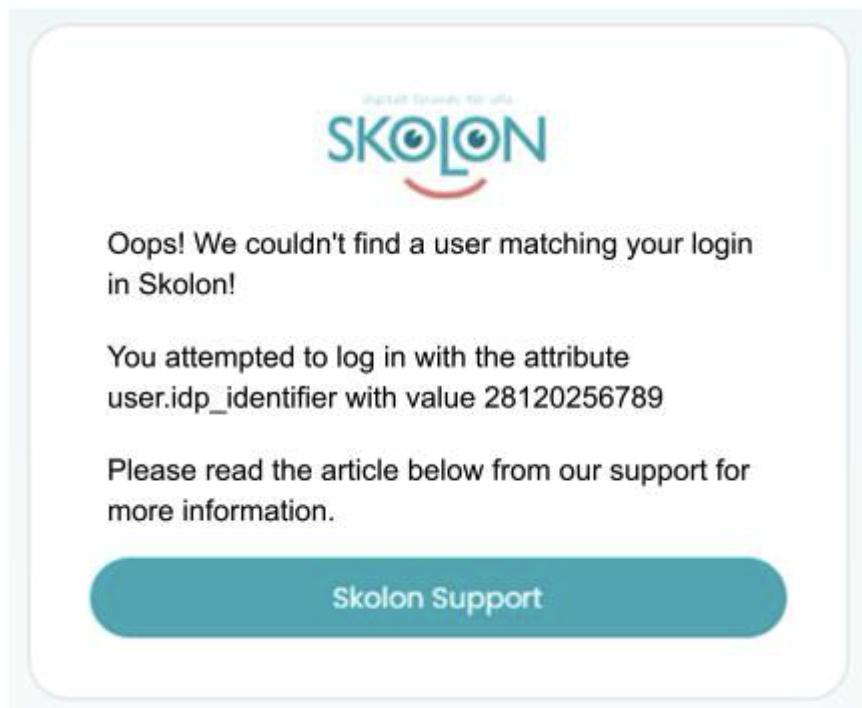


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Unable to log in to Skolon

Clara Hardarsson - 2025-07-01 - [For teachers](#)

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

A light blue rectangular box with rounded corners, containing text and a button. The Skolon logo is at the top. The text below it describes an error message and provides a support link.

digitalt skoleverktøy til alle

SKOLON

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 [Userdata missing from Skolon](#) for possible troubleshooting methods.