Are you having issues connecting to SOARFIN and SOARHR after the recent security update?

IMPORTANT NOTES:

- Only one SOAR application may be open at once in the same browser. Either open another browser or use a "Private" or "Incognito" session for the second application.
- Always Sign Out using the ellipsis menu when finished with the application.

SOLUTIONS TO TRY:

1. *Access Denied* error:
    a. Possibly due to trying to login using the old login page or link. Ensure your bookmarks are updated to the following hyperlinks:
        i. https://soarfin.usm.edu
        ii. https://soarhr.usm.edu
    b. Or close ALL browsers (including tabs) and restart a browser.
    c. Or open a browser using a "Private" or "Incognito" session.
2. *"Unauthorized Token has been detected by the System. Please sign on with your User ID and Password"* error:
    a. Possibly due to trying to login to more than one SOAR application within the same browser. If you need more than one SOAR application open at once, open another browser or use a "Private" or "Incognito" session for the second application.
    b. Possibly due to an improper "logout" of a browser session before trying to open a different SOAR application, i.e.: just closing a tab instead of completely closing the browser or opening another instance of the same browser before you close the first one. To prevent this issue, be sure to click on the ellipsis menu option and choose Sign Out when finished with the application.
3. You get a page without the token error… But in the URL, there is a login error message (see below example: https://soarhr.usm.edu/psp/hrprd92/?cmd=login&fwerr=samlassertionerror
    a. Close ALL browsers (including tabs) and restart a browser.
    b. If you do not want to close the browser, click the link (listed above) a couple of times to see if it refreshes your login; it may take several attempts to connect.