MiNGA

Troubleshooting
Sign In Issues

How to sign in to Minga and common SSO sign in issues.

Sign in

- G Sign in with Google
- ▦ Sign in with Microsoft
- C Sign in with Clever

Login with username and password ⌄

🇺🇸 Terms & Conditions | Privacy Policy

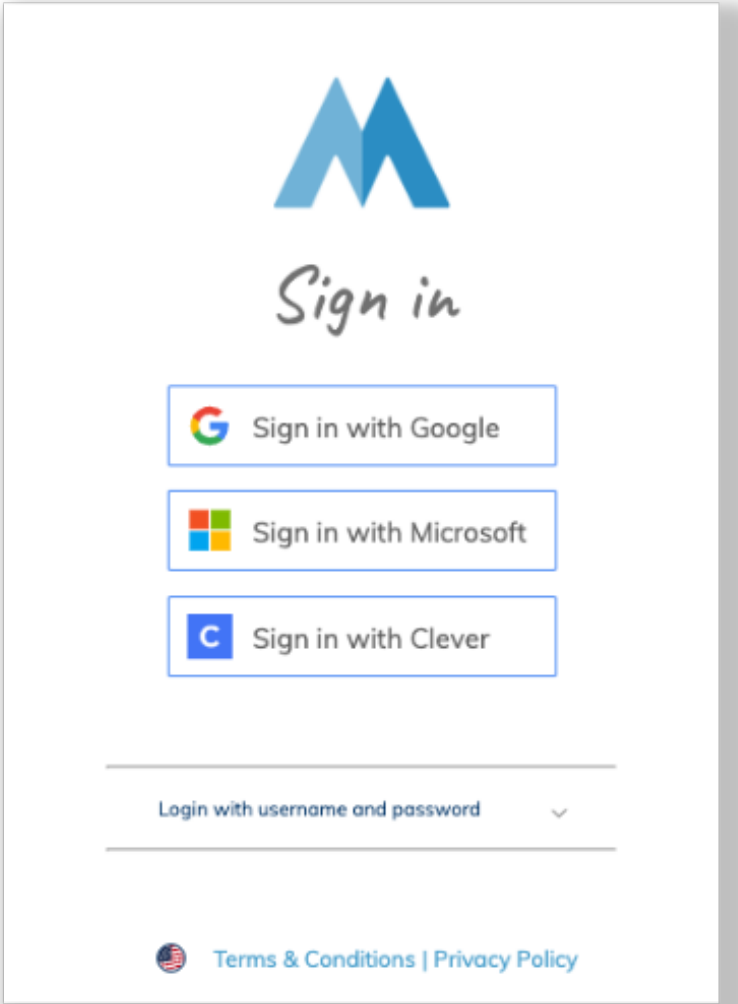# HOW ARE YOU LOGGING IN TO MINGA?

SINGLE SIGN ON (SSO)

Minga supports Single Sign On (SSO) with Google, Microsoft & Clever. The Minga App asks Google/Microsoft/Clever to verify a user is who they say they are by verifying the email address (and password) of the account created in Minga.

Since most schools have email addresses supported by Microsoft or Google, this is our RECOMMENDED METHOD OF LOGIN.

USERNAME / PASSWORD

Minga also supports using a configured username (which is usually an email address) and password to Sign In to Minga. There are several methods of setting up accounts in Minga with a default password that can be changed by the user.

If you are having problems with SSO at your school or district, this is the RECOMMENDED METHOD OF LOGIN.

Sign in

- Sign in with Google
- Sign in with Microsoft
- Sign in with Clever

Login with username and password

Terms & Conditions | Privacy Policy

Login with username and password ⌃

Email Address
studentname@email.com

Password
•••••••••• 👁

Next

Forgot Password?

Nobody at My School Can Sign in with SSO

If NOBODY can sign into Minga using Single Sign On (SSO) then your IT Team has likely disabled SSO Support for unapproved Apps.

Please consult with your IT Department and ask them to APPROVE Minga for SSO.

Here is a guide that will assist your IT Department in approving Minga.

[Minga IT Common Questions Brochure](#)

If your IT department have authorized Minga, but SSO still does not work, contact support@minga.io.

MiNGA

Safety, Firewall, and IT Guide

Common Questions for IT and Security Teams

Some Users are Having Trouble Signing in with SSO

⭐ *Uh Oh!* We had a problem logging in via single sign on. Are you sure this email has been added to Minga?

Step 1.
Ensure they have a valid account in Minga.

In the PEOPLE MANAGER, double check that the student has a valid account in Minga and that there are no errors in the email address.

Step 2.
Ensure the student is using the correct email account for SSO.

When signing in from a personal device (like a student iPhone) they may be trying to sign in with SSO using their personal GMAIL account or other personal Email Address. Make sure they are trying to sign in using their SCHOOL EMAIL that you used to create their account.

G Sign in with Google

Choose an account
to continue to **minga.io**

J   **Jason Richards**
     jasonrichards@schoolemail.k12.us

👤   **Jason Richards**
     jasonrichards@gmail.com

   👤   Use another account

To continue, Google will share your name, email address, language preference, and profile picture with minga.io. Before using this app, you can review minga.io's **privacy policy** and **terms of service**.
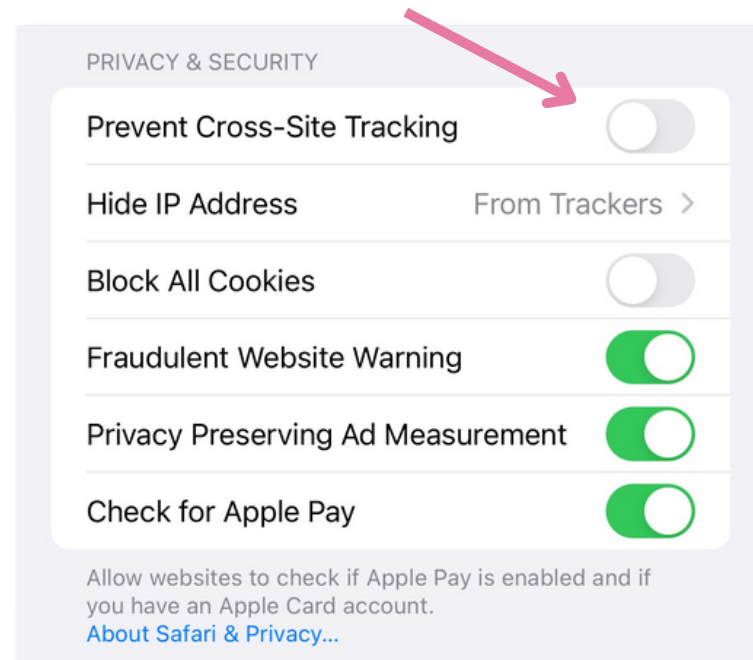
Some Users are Having Trouble Signing in with SSO

⭐ *I clicked Sign in with Google and it went to a white screen and is stuck there, or it's just spinning.*

⭐ *Unable to process request due to missing initial state.This may happen if browser session Storage is inaccessible or accidentally cleared.*

PRIVACY & SECURITY

Prevent Cross-Site Tracking

Hide IP Address   From Trackers >

Block All Cookies

Fraudulent Website Warning

Privacy Preserving Ad Measurement

Check for Apple Pay

Allow websites to check if Apple Pay is enabled and if you have an Apple Card account.
About Safari & Privacy...

Go to:

Settings / Safari / Privacy & Security

Toggle Prevent Cross-Site Tracking to OFF

This is indicating the device is having problems using SSO to authenticate the user.
This is commonly related to:

- Cookies being blocked in the browser.
- iPhone settings blocking SSO communication.
- Browser or device security settings.

Step 1.
Try signing in from a different device like a Chromebook or computer.

Step 2.
For iPhone users check Safari Security Settings (left) and turn 'Prevent Cross-site Tracking' OFF

Step 3.
Go to Google.com in Safari, Tap profile pic, check if school account is added. If not, 'Add another account'

Step 4.
Create a password for the user in the People Manager and let them login with username / password.

Set a Password

If an individual cannot sign in with Google or Microsoft, you can set them a password instead.
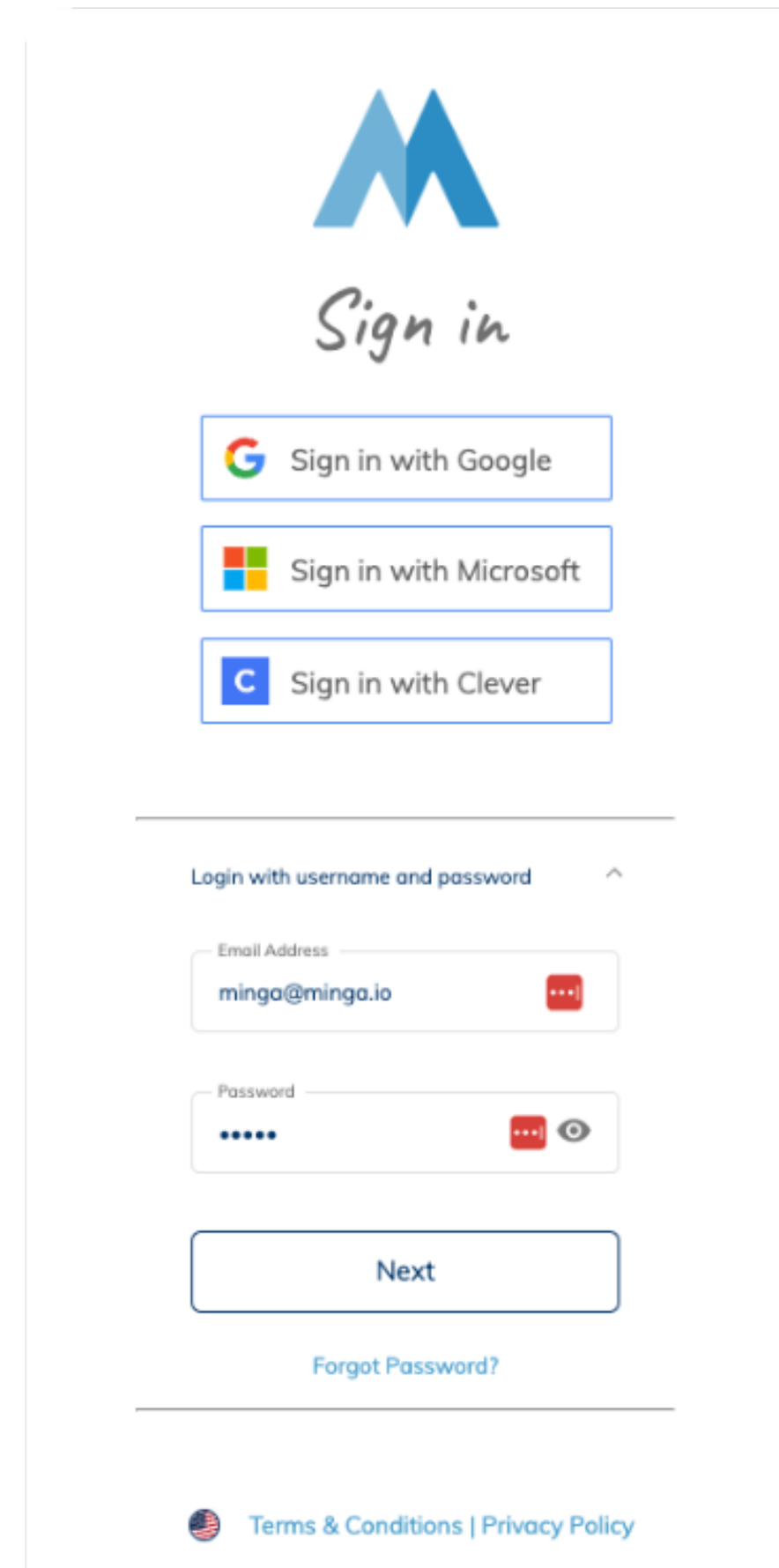
To set a temporary password for a single user in Minga to bypass Sign in with Google or Microsoft:

- Go to People Manager
- Search for the user
- Click the edit pencil
- Type in a password into the password field
- Click Save

The user should now Sign in with a Username and Password:
- Username - email address
- Password - the one set in People Manager

The user can then change their password in their Minga profile.

Set Bulk Passwords

If Single Sign On will still not work and we need a workaround, we can set temporary passwords so that our student(s) can sign in with a username and password.

- Create an Excel spreadsheet with your student ID numbers or student email addresses and the temporary passwords you are going to set
- Go to People Manager
- Click Import List
- Select "Update fields if they already exist" and ensure ID Number/Email and Password Headers are selected
- Make sure the "First Row Contains Headers" box is checked off if necessary

Passwords must be a combination of letters and numbers.
Try a combination of their name and ID number that is easy for them to remember - they can change this in their profile later.

Minga Help Center

For any other support you need when setting up and using your Minga, please visit our Help Center and the knowledge base.

We host **weekly training sessions** on Zoom which are a great opportunity to get specific questions addressed in person. We encourage you to attend!

You can also reach out to us directly for help at support@minga.io

Visit Help Center