

If you received the error message shown below, it is indicating one of a few things that need to be resolved, Single Sign-on (SSO) is not working correctly. SAP user data is missing or has been input incorrectly, or your default user group is missing or incorrect.

Campus employees would need to reach out to your Department's SAP business officer and ask that they check your SAP user settings. Once your user data is updated in SAP it can take up to two days for that data to be pushed to SuccessFactors.

UKHC employees need to reach out to your HR Business Partner, listed on this webpage HR Business Partners | Human Resources (uky.edu).



## We couldn't log you in.

Please contact your system administrator.

Error: **Invalid Login**

Your account may be locked, inactive, or not included in the default user group. If your organization uses SSO, it may not be working correctly