

This document will provide troubleshooting for common SESAP access issues. The support form referenced in this document is available from the SESAP Access Requests and Licencing web page.

Browser Compatibility

SESAP is compatible with Microsoft Edge and Google Chrome browsers to ensure full functionality. SESAP is not compatible with Internet Explorer and users are likely to encounter errors when attempting to access SESAP on IE. Ensure you access SESAP using Edge or Chrome. The browser icons are displayed below for information:

Microsoft Edge Browser



Google Chrome Browser



Password Resets

SESAP users are unable to change or reset the password on their accounts. If you require the password to be reset on your account, request this via the support form and a temporary password will be added to your account by SESAP Support. Once the temporary password has been sent to you, you can update this to a new password to secure the account. SESAP Support will email the temporary password to your email address.

MFA Details

SESAP accounts are setup with multi-factor authentication included. MFA requires the user to use the Authenticator app so that each time they access their account, they will need to verify the login attempt using the app. This ensures account security. If you need to change or reset the MFA, this must be requested via SESAP Support using the support form.

Office 365 – Automatic Login

If your organisation uses Office365, your browser may assume your login credentials for SESAP and attempt to automatically sign you in using an internal email account. When this happens, an error may be displayed that looks like this:

Sign in

Sorry, but we're having trouble signing you in.

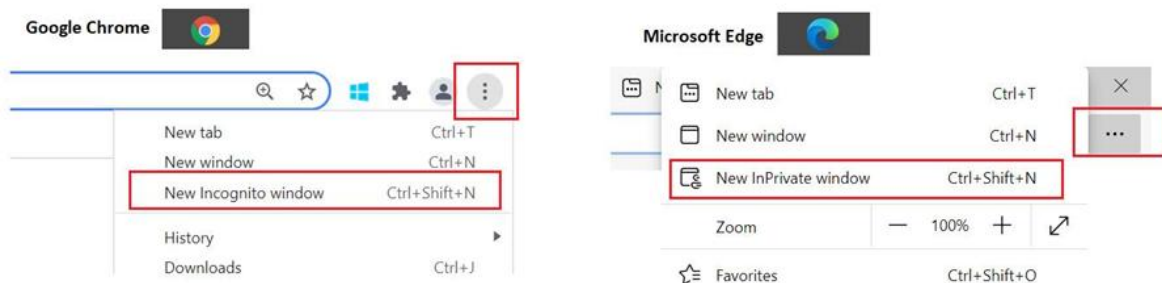
AADSTS50020: User account 'hello@sds.test.ac.uk' from identity provider 'https://sts.windows.net/b8c4db00-0d50-40e1-b5eb-7b8290a8b9bb/' does not exist in tenant 'Skills Development Scotland' and cannot access the application '00000007-0000-0000-c000-000000000000'(Dataverse) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

- In this example, the email address shows as hello@sds.test.ac.uk. This will show as your email address, rather than your SESAP account ID.

This happens because SESAP is a Microsoft product. SESAP can only be accessed using your SESAP account ID, which follows this format:

example.person@skillsdevelopmentscotland.onmicrosoft.com

To resolve this, you will need to use an InPrivate or Incognito browser to access SESAP. To do this, open your browser, then use the ellipsis to access the InPrivate (MS Edge) or Incognito (Google Chrome) function:

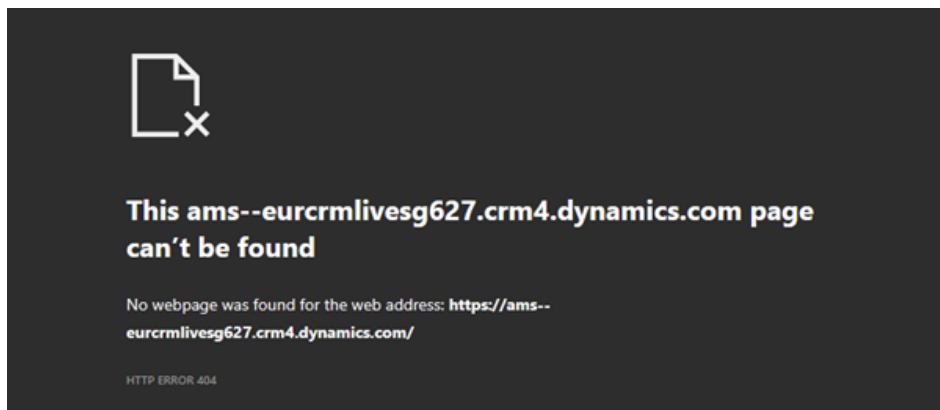


When the InPrivate / Incognito browser launches, input the web address for SESAP into the address bar.

The private browser will stop your login credentials from being auto populated by O365. You can input your SESAP user ID and password to access the system. You will most likely need to access SESAP following this method each time you login.

Page Cannot be Found

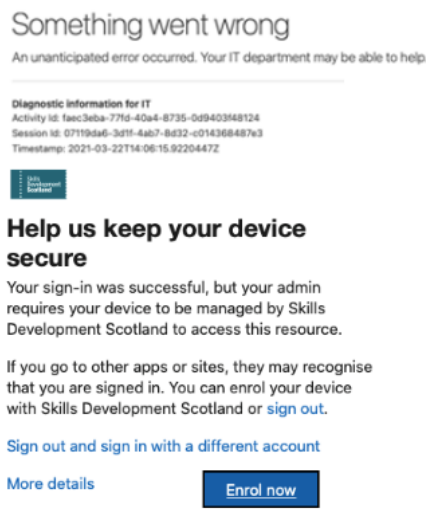
If you have a link for SESAP saved to your browser, you may receive the error below when attempting to login:



This is typically because the favourite / bookmark link on your browser is now out of date. To resolve this, delete the saved link for SESAP from your browser. Once deleted, attempt to login again by manually inputting the SESAP web address into your browser and it should log in successfully.

Mac / Apple Access

If your computer is an Apple product, you may see the below message when attempting to access SESAP for the first time:



If you receive this when logging in, email the SESAP mailbox including your SESAP user ID and your account will be updated which will enable you to access SESAP successfully. SESAP Support will confirm when this has been done and you can login.