

# Login troubleshooting

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Use this when a customer cannot sign in, cannot complete SSO, or reports an account access failure.

## Triage checklist

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- Confirm whether the issue affects one user, one workspace, or all users on the account.
- Verify that the user is signing in to the correct workspace.
- Ask for the last successful login time, identity provider, browser, and exact error message.
- Check whether password reset, SSO re-authentication, or clearing stale session cookies resolves the issue.
- If SSO changed recently, ask whether the identity provider metadata, callback URL, or user group mapping changed.

## Escalation signal

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Escalate when multiple users are affected, SSO metadata recently changed, authentication logs show repeated failures, or the user is blocked from a production workflow.

## Output

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Summarize scope, likely cause, missing evidence, customer-facing next step, and internal owner.