

Frequently Asked Questions (FAQs)

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How do I register? / I'm having problems registering.

Refer to the [Registration Guide](#) and other FAQs below.

If you are still having difficulty, please email collaboration-support@internet2.edu and include details about how you are trying to register and what issue you are encountering.

What if I cannot find my home organization on the list of Identity Providers?

This likely means that your organization is not in a supported Federation such as InCommon. You can look up your home organization [here](#) to see what its InCommon status is.

You can learn more about your organization joining the InCommon Federation [here](#).

When your home organization is not available, you can choose to register using a Gmail account or an Internet2 Guest account. See the Registration Guide for more details.

If your organization [IS](#) in the InCommon Federation and still not showing up on the list of Identity Providers, it may be set to 'Hide from Discovery'. Please discuss with your Identity Provider operators.

NOTE: If you register a Google or Internet2 Guest account, you will select that respective log in option each time you log in, as opposed to selecting your home institution.

When I log in with my home organization, I immediately receive an error. (Common error message: "opensaml:FatalProfileException")

Your home organization must be appropriately configured to share information with our systems. Your Identity Provider Operators can refer to our [guide](#) for more details.

If you don't know who your operators are, please get in touch with your local help desk and provide them with this information.

NOTE: This service requires your home organization to provide: Name, Email Address, and eduPersonPrincipalName (ePPN). This will automatically happen if your organization supports the R&S entity category. This service also requires signed responses and will reject assertions where only the assertion is signed. This requirement is to help mitigate signature wrapping attacks and complies with the "SAML V2.0 Implementation Profile for Federation Interoperability" standard published [here](#) (specification IIP-SP13).

When trying to log into Federation Manager, I receive "Your account linking has not yet been completed, please use the enrollment URL from your invitation to complete the process".

Check if you received an email invitation with the subject line "Enroll with the Internet2 Federation Manager". If it came in the last seven days, you should be able to click the enrollment link and go through authentication to complete the link. If you have not received one of those emails in the last seven days, you can contact help@incommon.org for assistance.

When trying to log into Federation Manager, I receive "Invalid Username or password".

The Federation Manager login page has two sections; "Site Administrator Login" and "eduroam/IAM Login".

If you have registered an account and completed the Federation Manager Invite process, you will be choosing the "eduroam/IAM Login" login option. This will take you to the discovery service where you will choose your Identity Provider in order to authenticate.

NOTE: If you register a Google or Internet2 Guest account, you will select that respective log in option each time you log in, as opposed to selecting your home institution.

I couldn't find an answer to my question and still need help.

Contact collaboration-support@internet2.edu for further assistance. Please include thorough details so we can assist.