

Community Portal Log in Issue (ERROR SAML204)

An error is displayed when trying to log into the community portal as seen below: ERROR SAML204: No session index could be found in response from IDP.



Parents will encounter this problem when attempting to log onto the portal using their child's school laptop, please ensure you are using another device.

Username:

Password:

.....

Login

[Forgotten your password?](#)

Error SAML204: No session index could be found in response from IDP.

The issue also may occur due to browser cookies or saved passwords that are overwriting the text fields.

To fix this issue, please follow the following methods.

Method 1 - Log out of Google Accounts (Chrome)

The SAML issue will occur if your daughter has logged into their brigidine google account (e.g. through GSuite), as this will attempt to auto-authenticate against the students account **even in incognito** which will cause the issue.

Please ensure you are logged out of any student brigidine google accounts when accessing the Community Portal through Chrome.

Method 2 - Forced log out

1. Navigate to the [Community Portal](#), do not enter your log in details.

2. Once the community portal loads, click on [this link](#).
 3. Select 'Sign out from all the sites you have accessed' and click on 'Sign Out'.
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You are signed in.

☒ Sign in to one of the following sites:

Adobe CC SSO



Sign in

☒ Sign out from all the sites that you have accessed.

☐ Sign out from this site.

Sign Out

This will force you to logout of the portal and re-enter your user credentials.
The following message will appear



Sign out

You have successfully signed out.

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4. Close the browser and *navigate* back to the [Community Portal](#).
 5. Log into the portal as per normal.

Method 2 - Refresh cookies

Chrome

On a Laptop or Computer Device:

1. *Navigate* to the [Community Portal](#).
2. *Press* 'Ctrl F5'

Alternatively

On a mobile device:

Safari

Firefox

Internet Explorer

Edge

Method 3 - Use a private browsing tab

Chrome

Safari

Firefox

Internet Explorer

Edge

Method 3 - Use a different browser or device.

Recommended Browsers: Chrome, Firefox, Internet Explorer, Edge.

Recommended Devices: Laptop, PC, Mobile Phone, Ipad, Tablet.

If this fails, try logging in on a different computer and if it still fails please visit IT Services with the device having an issue and we will have a closer look at it.