



# Troubleshooting Sign In Issues

How to sign in to Minga and common SSO sign in issues.



# HOW ARE YOU LOGGING IN TO MINGA?

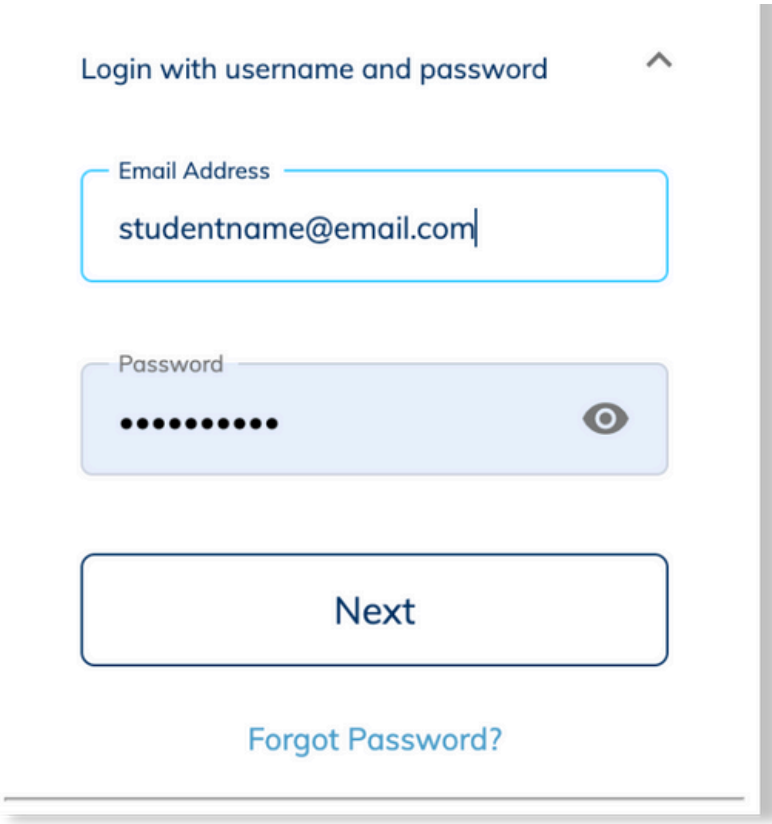
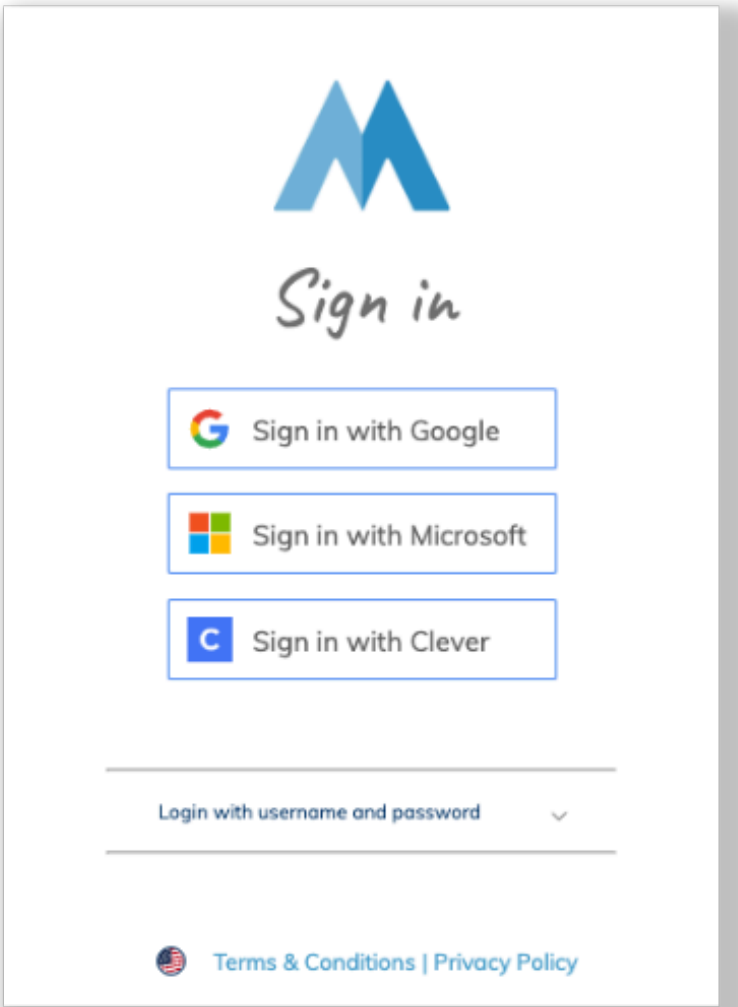
## SINGLE SIGN ON (SSO) \*recommended

Minga supports Single Sign On (SSO) with Google, Microsoft & Clever. The Minga App asks Google/Microsoft/Clever to verify a user is who they say they are by verifying the email address (and password) of the account created in Minga.

## USERNAME / PASSWORD

Minga also supports using a configured email address and password to sign in to Minga if you are unable to use SSO.

Passwords must be added manually or via a bulk upload to enable this sign in option.



# Nobody at My School Can Sign in with SSO

If nobody can sign into Minga using Single Sign On (SSO) then your IT Team has likely not yet approved SSO Support for the Minga app.

Please consult with your IT Department and ask them to approve Minga for SSO.

Please share this guide with your IT department containing all the appropriate information they will need.

[Minga IT Common Questions Brochure](#)

If your IT department have authorized Minga, but SSO still does not work, contact [support@minga.io](mailto:support@minga.io).



# Some Users are Having Trouble Signing in with SSO



*Uh Oh! We had a problem logging in via single sign on.  
Are you sure this email has been added to Minga?*

### Step 1.

**Ensure they have a valid account in Minga.**

In Minga > PEOPLE , double check that the student has a valid account in Minga and that there are no errors in the email address.

### Step 2.

**Ensure the student is using the correct email account for SSO.**

When signing in from a personal device (like a student iPhone) they may be trying to sign in with SSO using their personal GMAIL account or other personal Email Address. Make sure they are trying to sign in using their school email rostering from your SIS.



Sign in with Google

### Choose an account

to continue to [minga.io](https://minga.io)



Jason Richards  
jasonrichards@schoolemail.k12.us



Jason Richards  
jasonrichards@gmail.com



Use another account

To continue, Google will share your name, email address, language preference, and profile picture with minga.io. Before using this app, you can review minga.io's [privacy policy](#) and [terms of service](#).



# Some Users are Having Trouble Signing in with SSO



Unable to process request due to missing initial state. This may happen if browser session Storage is inaccessible or accidentally cleared.



### Go to:

Settings / Safari / Privacy & Security

Toggle Prevent Cross-Site Tracking to OFF

This is indicating the device is having problems using SSO to authenticate the user.

This is commonly related to:

- Cookies being blocked in the browser.
- iPhone settings blocking SSO communication.
- Browser or device security settings.

### Step 1.

Try signing in from a different device like a Chromebook or computer.

### Step 2.

For iPhone users check Safari Security Settings (left) and turn 'Prevent Cross-site Tracking' OFF

### Step 3.

Go to Google.com in Safari, Tap profile pic, check if school account is added. If not, 'Add another account'

### Step 4.

Create a password for the user in the People Manager and let them login with username / password.

## Set a Password

If an individual cannot sign in with Google or Microsoft SSO, you can set them a password instead.

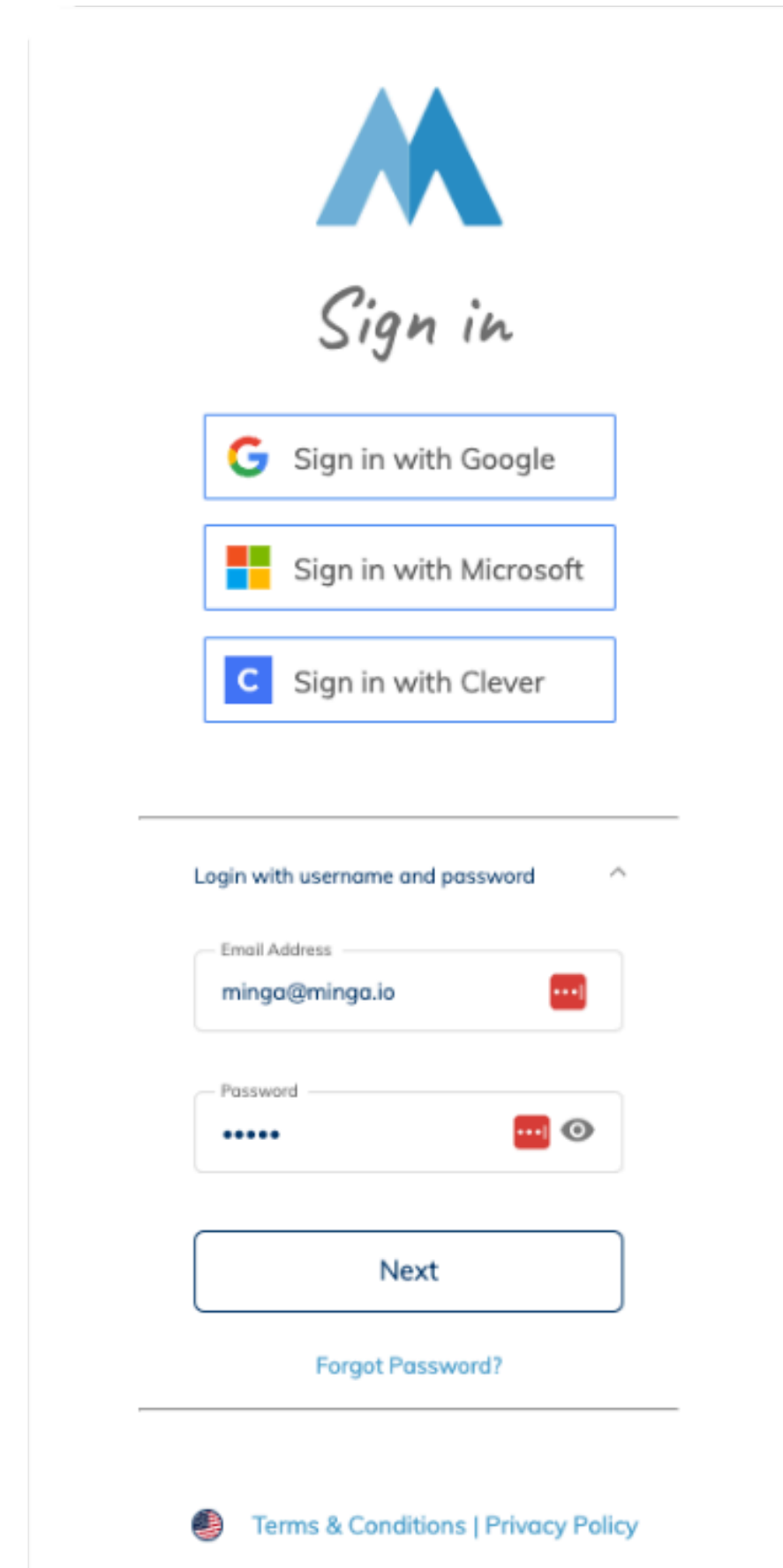
To set a temporary password for a single user in Minga to bypass Sign in with Google or Microsoft:

- Go to People Manager
- Search for the user
- Click the edit pencil
- Type in a password into the password field
- Click Save

The user should now Sign in with a Username and Password:

- Username - email address
- Password - the one set in People Manager

The user can then change their password in their Minga profile.



The image shows a 'Sign in' screen for the Minga application. At the top is the Minga logo, a stylized blue 'M'. Below it is the text 'Sign in' in a script font. There are three social sign-in buttons: 'Sign in with Google' (with the Google logo), 'Sign in with Microsoft' (with the Microsoft logo), and 'Sign in with Clever' (with a blue 'C' logo). A horizontal line separates this from the 'Login with username and password' section, which has a small upward arrow icon. This section contains two input fields: 'Email Address' with the placeholder 'minga@minga.io' and a red eye icon to toggle visibility, and 'Password' with a red eye icon. Below these fields is a 'Next' button. At the bottom of the form is a link for 'Forgot Password?'. The footer contains an American flag icon followed by the text 'Terms & Conditions | Privacy Policy'.

# Set Bulk Passwords

If Single Sign On is unavailable and we need a workaround, we can set temporary passwords so that our student(s) can sign in with a username and password.

- Create an Excel spreadsheet with your student ID numbers or student email addresses and the temporary passwords you are going to set
- Go to People Manager
- Click Import List
- Select "Update fields if they already exist" and ensure ID Number/Email and Password Headers are selected
- Make sure the "First Row Contains Headers" box is checked off if necessary

Passwords must be a combination of letters, numbers and special characters.

Import List

Import People

Default role (required)

Student

What to do with people that already exist (optional)

Update fields if they already exist

☒ First Row Contains Headers

Send PIN Emails

Send PIN SMS

Archive Existing Users Not On List

Email	Password
example1@student.minga high.k12.com	FARROW986278
example2@student.minga high.k12.com	COLE653793
example3@student.minga high.k12.com	MITCHELL761987
example4@student.minga high.k12.com	HAWKIN803815
example5@student.minga high.k12.com	GRAYNER164390
example6@student.minga high.k12.com	DIVINDER015493
example7@student.minga high.k12.com	TREWLEY652901
example8@student.minga high.k12.com	ALBERG927519

RESOURCES

# Minga Help Center

For any other support you need when setting up and using your Minga, please visit our Help Center in Minga.

We host weekly training sessions on Zoom which are a great opportunity to get specific questions addressed in person. We encourage you to attend!

[Live Training](#)


[Video Library](#)









 **Help Center**

Find the Help Center at  
app.minga.io at the bottom  
left of your page.

## Help Center

Welcome to the Minga Help Center. Ask a question or explore the help materials.

 What are you looking for?

-  **Getting Started Checklist** >
-  **Minga Video Library**
-  **Daily Live Training and Q&A**
-  **Resources** >
-  **Minga Masters Facebook Community**  
Meet other Minga users and share ideas
-  **Join our Referral Program**  
Enjoying Minga? Share the love and earn \$100 🎉
-  **Feature Suggestions**
-  **Contact Support**

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