

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.

I created an Internet2 Guest account, but i'm still being asking me to register an account or i'm having trouble logging in.

The creation of the Internet2 guest account is currently independent of the Identity Services registration process. After you create the account you still need to go through registration as normal.

When using the Internet2 guest account, you will always choose the 'Internet 2 Guest' option on the discovery service (which is the first link in option 2 and available in the drop down menu).

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. It will need to have the 'Federation' tag.

You can learn more about 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 you 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 you 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: "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).

I receive the following error message about not being registered:

The identifier <example@eg.com> is not registered. If your request for enrollment is still being processed, you will not be able to login until it is approved. Please contact an administrator for assistance.

This indicates that you are at a certain stage in registering your account with Internet2. See [step 6 in the Registration Guide](#).

If you are trying to reach Federation Manager and have already completed step 6, Check to see if you received an email invitation from Federation team with the subject line "Enroll with the Internet2 Federation Manager".

If it came in the last 7 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 7 days, you can contact help@incommon.org for assistance.

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.