

Choose the support path

Select a card in presentation mode to open the relevant checklist.

One person cannot sign in
Open the access checklist

Several people report failure
Open the service checklist

Access checklist

1. Confirm the affected account and exact error.
2. Check the user's access and recent changes.
3. Record the result and route to the access owner.

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Service checklist

1. Establish scope and check service health.
2. Name an incident owner and capture evidence.
3. Use the approved recovery procedure if needed.

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