

Shibboleth - Login failed?

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FAQ-Artikel-Ausdruck

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Schlüsselwörter

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Lösung (öffentlich)

Login failed - What you can do now?

You were redirected to this page or accessed it because the login process with an external service (known as a "service provider") could not be completed successfully. This is generally not due to your password or a technical issue, but rather to our organization's high data protection standards.

To resolve your issue, please note: "How we can help you".

Why didn't the registration work?

In order for you to log in to a service, the service must ask the system: "Who is this person, and what permissions do they have?"

For security reasons, our login system (the "identity provider") does not, by default, share any of your personal data with third parties. A service will only receive information (such as your email address or an anonymous identifier) if this has been reviewed and approved in advance. Our [1]Team Informationssicherheit is committed to protecting your personal data.

Common reasons for a failed login:

- The service requires information that we do not automatically transmit in order to protect your privacy.
- The service has not yet been officially activated for our institution.

How we can help you

In order for our Service Desk to resolve the issue, we need some information from you. Since the technology behind the scenes is complex, simple details are what help us the most.

Please send an email to our [2]Service Desk with the following informations:

- Where were you trying to log in? (Name of website or portal)
- If you encountered a service provider error: Please copy the full address (URL) from your browser's address bar.
- Time: When did you attempt to log in?

Tip for professionals: If you see text such as "EntityID" or a long URL starting with <https://...> on the service's page, please copy that into the email as well. This helps us identify the service immediately and without confusion.

What happens next?

- Review: Together with our [3]Team Informationssicherheit, we will review your request and evaluate the integration/approval of your preferred service provider. We ask for your patience during this process.
- Approval: If everything complies with the privacy policy, we will release the information required for this service.
- Update: We will notify you as soon as we are able to log in successfully.

Frequently Asked Questions (FAQ) Is it because of my password?

Most likely not. If you are seeing this page, the system has already accepted your username and password. The problem only arises in the second step, when the (limited) data is transferred to the service provider.

Why doesn't the identity provider just release all the data?

We adhere to the principle of data minimization. Many services request more information than is necessary for their actual function. We protect you by sharing only what is absolutely necessary.

The service claims it's because of "my login provider". What now?

That is a standard response. In this case, it is important that you contact us via [4]Service Desk, providing the information listed under "How we can help you", so that we can determine whether the service meets the necessary requirements to receive data from us.

[1] https://tu-dresden.de/cids/scd/informationssicherheit?set_language=en

[2] <mailto: servicedesk@tu-dresden.de>

[3] https://tu-dresden.de/cids/scd/informationssicherheit?set_language=en

[4] <mailto: servicedesk@tu-dresden.de>