

# Troubleshooting Single-Sign-On Error

## Problem

The user receives a Single-Sign-On error when attempting to access My Learning Connection through My Missouri State.

### Solution

1. Create a ticket and assign it to yourself.
2. Send an email to HR Performance with the user and Help Desk CC'd and ticket number in the subject line.
3. Resolve the issue.

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For questions or comments, contact the Computer Services Help Desk  
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