

Issue Overview

Previously, Single Sign-On students who lost access to the school's student portal, typically due to graduation, would no longer have access to the +ADDSTM Ordering Service. The process was as follows:

1. The student no longer has SSO access through the school portal and therefore must set up a new +ADDSTM user account.
2. When attempting to set up the new account, the student may receive an error messages due to the email address or student id conflicting with their legacy SSO account.
3. **The only recourse that the student has is to involve the school.**
4. An administrator at the school edits the existing account's email address and student id to eliminate the conflict.
5. The student would then be free to set up the account.

Solution

A new feature was deployed in the +ADDSTM v2.6 release that allows the student to resolve the issue without involving the school. The new process is as follows:

1. The student no longer has SSO access through the school portal and therefore must set up a new +ADDSTM user account.
2. When registering the new account, the student is prompted with a notification that the Student ID they have used conflicts with an existing Student ID.
3. **They are given the option to disable their legacy SSO account and create a new account with the same information. The student does not require the school's involvement.**
 - a. The student is required to verify the legacy information and choose to disable their SSO account
 - b. The SSO account will no longer be accessible by the student, but will be visible to the school administrator via the AMC customer screen.
4. After the student selects the De-Activate/Create button, the legacy SSO account is marked inactive, the new account is created and the student is logged in where they may continue with their document order.



 The Student ID provided belongs to an account created by signing in through your school.

IMPORTANT:

An account with these credentials was previously setup by signing in through your school's website. If, AND ONLY IF, you no longer have access to your school login & password, please de-activate your old account below to create a new one for future transactions.

Verify Your School E-Mail Address:

De-Activate Your Old Account And Create A New One?: NO YES

[Just forgot your password?](#)