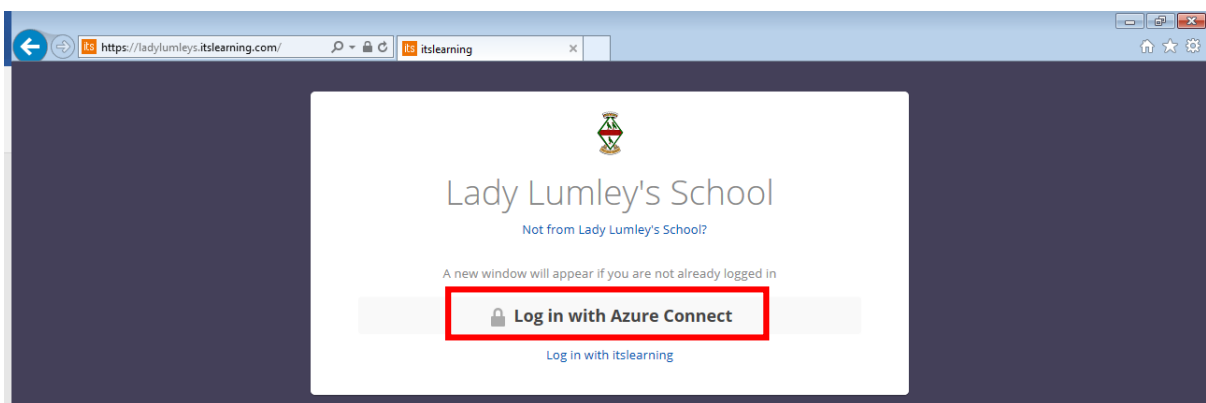


Accessing itsLearning from home

The most straightforward way of accessing itsLearning is to click the link from the school website. This will take you directly to our itsLearning portal.



The login page looks like the following:



Be sure to click “Log In with Azure Connect”. This will take you to a Microsoft login page, where you need to enter the **school e-mail address of the pupil**. A school e-mail address takes the form of **username@ladylumleys.net**, for example, if a pupil logs in with 16JBloggs onto the school network then their e-mail address is **16JBloggs@ladylumleys.net**.

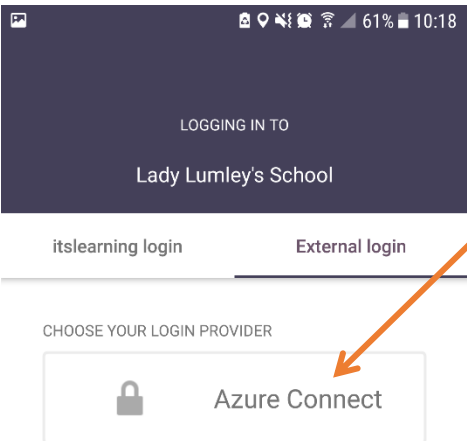
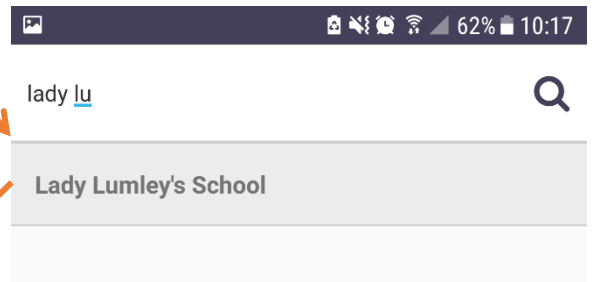
The password is whatever password they use to log in at school. Nobody has access to these passwords, so if it is not known then the pupil must come to IT support to reset it.

Accessing itsLearning from the app

Unlike Fronter, itsLearning also has an app that can be downloaded from your mobile device’s app store. Search for “itsLearning” and install the app, the icon is orange.

When opening the app for the first time, you need to search for Lady Lumley’s. Start typing “Lady” and the school name will pop up.

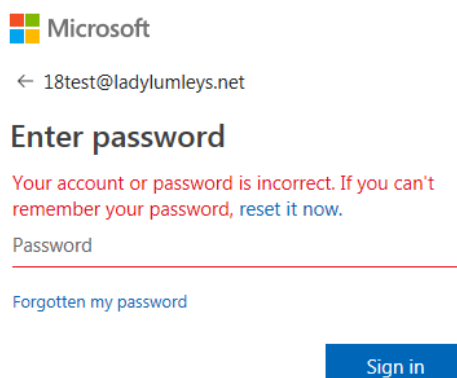
After selecting “Lady Lumley’s School”, the login page will be similar to that on a desktop computer. Click “Azure Connect” as the login provider, and log in with the pupil’s e-mail address and password.



Troubleshooting common issues

“Account or password is incorrect” at Microsoft login page.

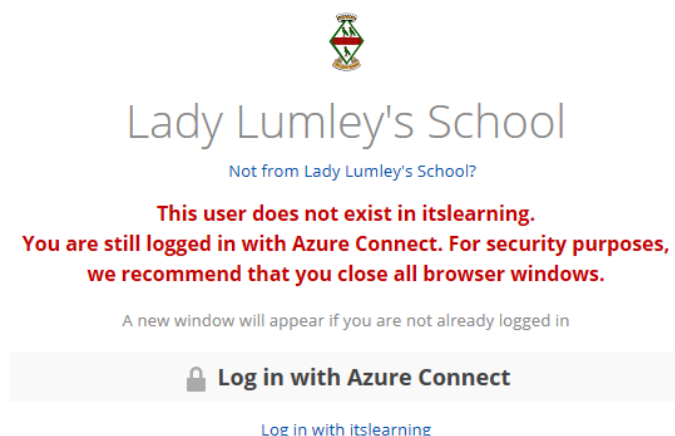
The logins for itsLearning are synchronised to the school network. If you are receiving the following error then either the e-mail address or password being entered is wrong. Check the e-mail address is correct and password for things like capital letters in the right place.



Despite the “reset it now” link, passwords can only be reset on the school premises. If the above message is repeatedly seen, it is best for the pupil to come to IT support where we can double check login details and reset their password.

“User does not exist in itsLearning”

If you are presented with this error at the **itsLearning login page**, then the e-mail address and password are correct BUT there has been an issue with the user account synchronising properly to itsLearning. This can be quickly fixed if the pupil comes to IT support.



“User not assigned a role”

This error is due to a configuration issue on the school network and is quickly resolved if we are notified of the pupil in question.



Sign in

Sorry, but we're having trouble with signing you in.

AADSTS50105: The signed in user '18test@ladylumleys.net' is not assigned to a role for the application '93392321-af7e-480e-a401-aa27b526f3d0'.

“User does not exist in tenant”

This happens most often if you have set your computer's browser to remember your personal account details and automatically sign you in, as itsLearning is trying to sign you in with your personal e-mail address, which will not work. If you are receiving this error, the message (example below) will show your own e-mail address. To resolve this error you will need to sign out of any Microsoft accounts in the browser, and then sign in to itsLearning with the pupil's account.



Sign in

Sorry, but we're having trouble signing you in.

AADSTS50020: User account user@e-mailaddress.com from identity provider 'https://sts.windows.net/6f704202-62e7-4340-b9a7-019179dbfa47/' does not exist in tenant 'Microsoft' and cannot access the application '6d544468-7fef-481a-9bdf-f2314ee734fe' in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.