

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Note: This Instruction is for staff who are already using the Sage application.


Purpose

This document describes the steps needing to be taken to log into the Sage ProviderConnect LIVE (Production) environment which utilizes a new Single Sign-on (SSO) feature.

- Your access must refresh in order to continue using ProviderConnect. In some cases, you may need to clear your browser cache to enable this.
- Please utilize the instructions based on the supported browser you are using – Microsoft Internet Explorer or Google Chrome.

WARNING: If you do not complete the steps below, you may have trouble continuing to access the Sage system using a Microsoft Internet Explorer browser.

Content

Purpose	1
Microsoft Internet Explorer Instructions 	2
Step 1 - Pre-Login Set up Step.....	2
Step 2 - Logging into ProviderConnect	4
Step 3 - Process to Log-Out.....	6
Troubleshooting MS Internet Explorer Errors	7
Step 4 – Blank White Screen Error	7
Step 5 – AADSTS[#####] Error	9
Step 6 - Request to Login to Sage ProviderConnect	9
Step 7 - Invalid Login Attempt.....	10
Step 8 – Possible (rare) Issue: Frequent Need to Clear Cache to Access ProviderConnect	11

Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 

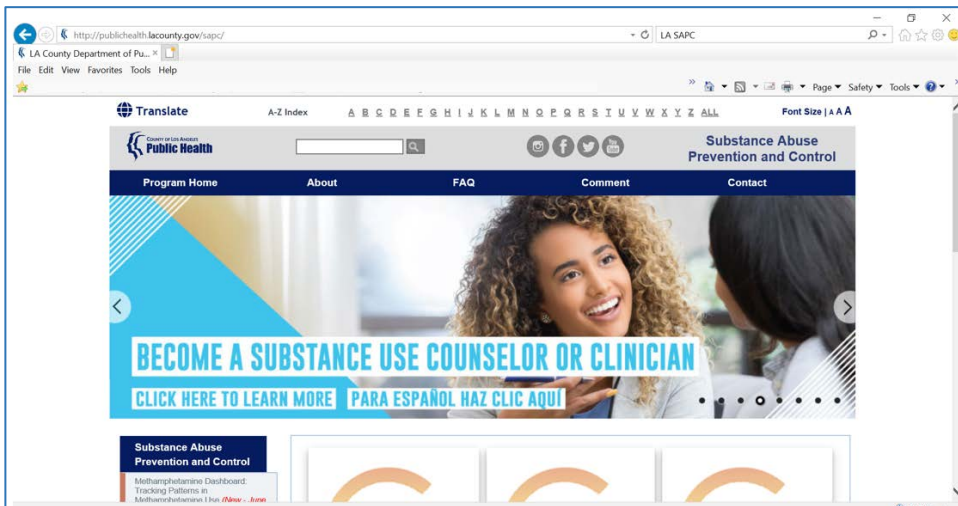
Microsoft Internet Explorer Instructions

Step 1 - Pre-Login Set up Step

The following steps are important to complete to ensure your browser is aligned to access the configuration that was changed.

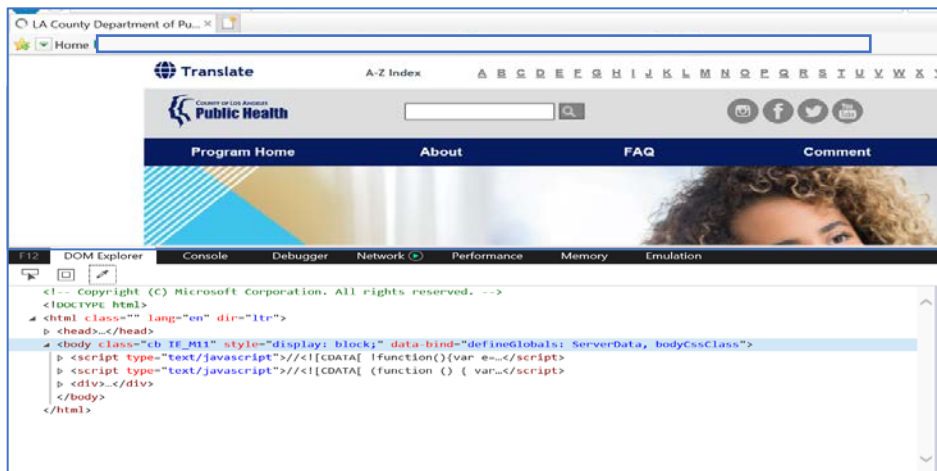
Step 1A. Exit out of (close) all browser windows/tabs.

Step 1B. Open your Internet Explorer browser. 



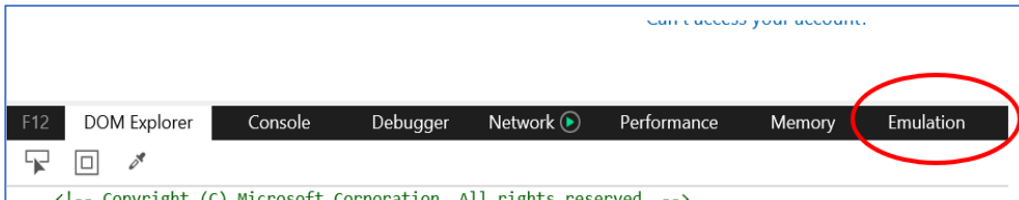
Step 1C. Press F12 key on your keyboard.

Result: Another screen should appear, similar to the one below:

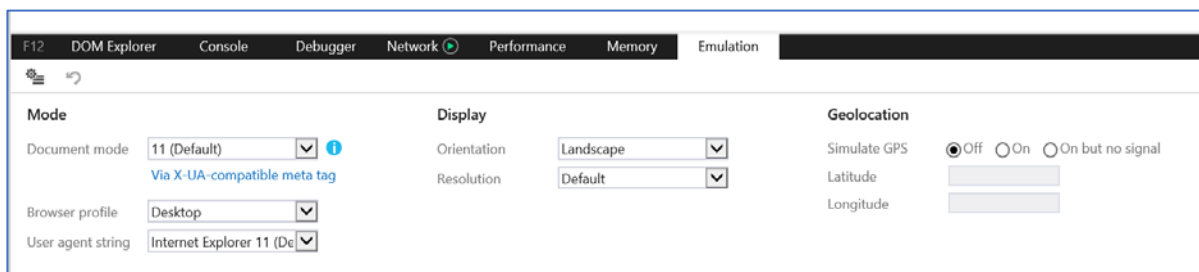


Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

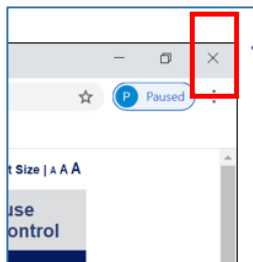
Step 1D. Click on the “Emulation” tab




Step 1E. Align your Emulation settings as shown below and then press F12 on your keyboard to close the emulation window.



Step 1F. Exit out of (close) your browser.



Step 1G. Validate that the emulation settings saved.

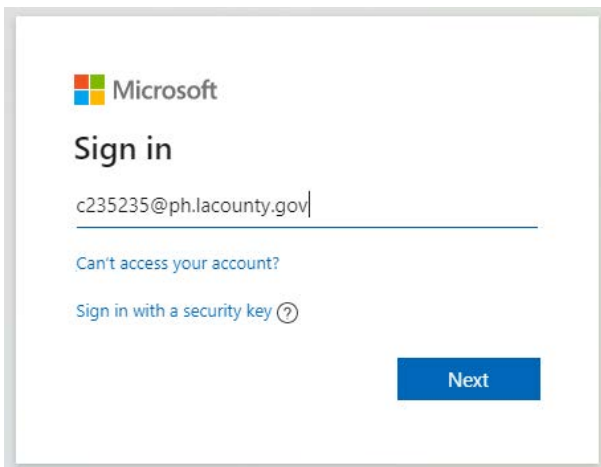
1. Open your Internet Explorer browser. 
2. Press F12 key on your keyboard.
3. Review your Emulation settings to ensure they match those above.
4. Press F12 on your keyboard to close the emulation window.
5. Exit out of (close) all browser windows/tabs.

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

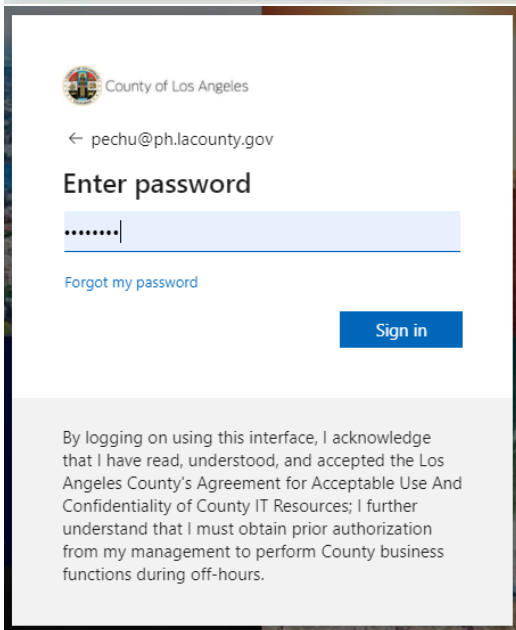
Step 2 - Logging into ProviderConnect

Step 2A. Open a new Internet Explorer Browser and **COPY and PASTE** the link below to navigate to the LIVE (Production) environment: <https://sage.healthagency.lacounty.gov/pc>

Step 2B. You will be redirected to Microsoft MFA Login. Enter your User Login (ex. c#####@ph.lacounty.gov) and password to proceed.



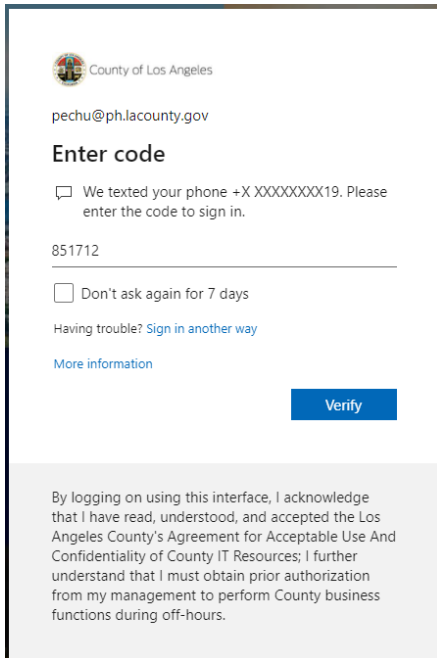
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "c235235@ph.lacounty.gov". Below the input field are two links: "Can't access your account?" and "Sign in with a security key" with a help icon. A blue "Next" button is positioned at the bottom right of the sign-in area.



The screenshot shows the County of Los Angeles password entry page. At the top left is the County of Los Angeles logo. Below it, the text "County of Los Angeles" is displayed. A back arrow and the email address "pechu@ph.lacounty.gov" are shown. The main heading is "Enter password". Below it is a password input field with masked characters ".....". A link "Forgot my password" is located below the input field. A blue "Sign in" button is at the bottom right. At the bottom of the page, there is a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Step 2C. Next, enter the security code you will receive on your phone.



County of Los Angeles

pechu@ph.lacounty.gov

Enter code

We texted your phone +X XXXXXXXX19. Please enter the code to sign in.

851712

Don't ask again for 7 days

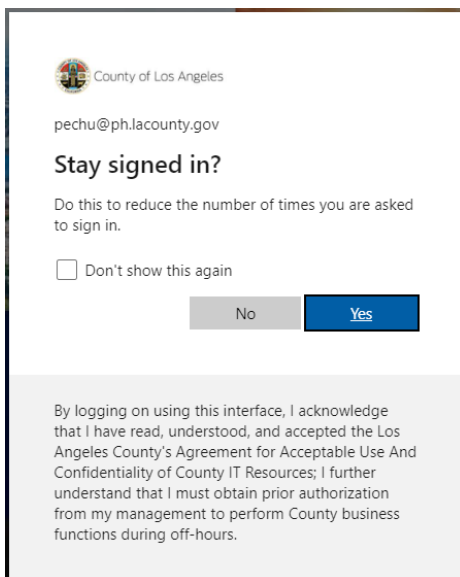
Having trouble? [Sign in another way](#)

[More information](#)

Verify

By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours.

Step 2D. Select Yes or No on whether you would like to reduce the number of times you are asked to sign in.



County of Los Angeles

pechu@ph.lacounty.gov

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No **Yes**

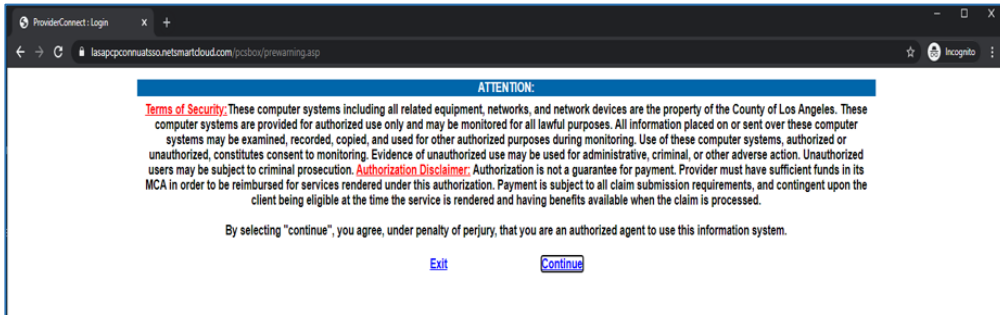
By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours.

Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 2E. You will now see **SAGE ProviderConnect’s** Terms of Security notification page. Click Continue to log into ProviderConnect.

Note: some users who have permissions to multiple Provider organizations may need to first choose an organization



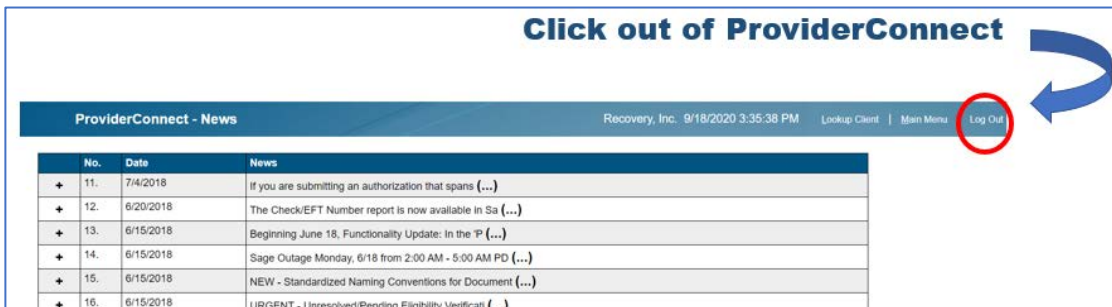
Step 3 - Process to Log-Out

There is a 2-step process to Log-Out of ProviderConnect.

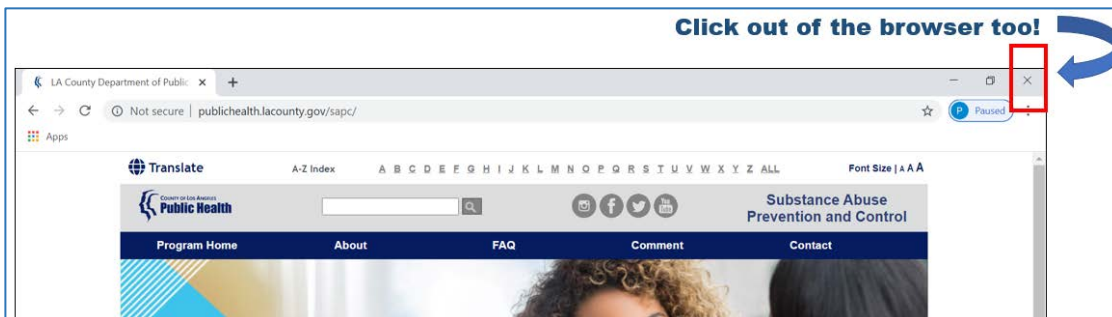


WARNING! It is VERY important to always perform BOTH STEPS.

Step 3A. When you are done with your session, please remember to always click on “Log Out” to exit ProviderConnect.



Step 3B. Ensure to always click on the “X” to log out of the browser



Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 

Troubleshooting MS Internet Explorer Errors



IMPORTANT! If you receive any error when trying to access Sage, the first troubleshooting step is to clear your browser cache. Typically, an error received means the URL link is not being captured or “understood” correctly. Clearing the cache should remove ‘old’ URL links and allow the correct URL to be utilized.

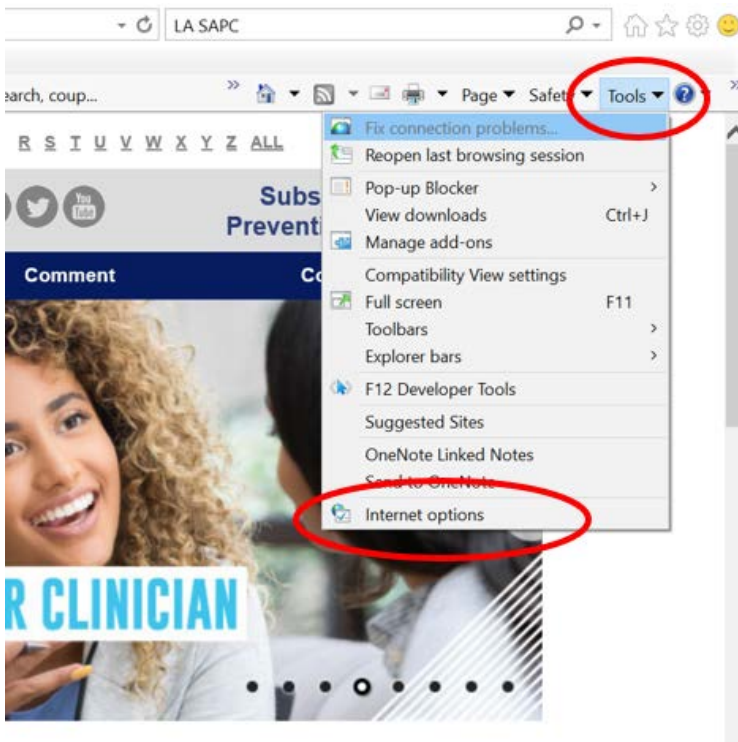
Step 4 – Blank White Screen Error

Error Description: a browser window appears that contains no content
If you run into a **blank white screen**, you will need to clear your browser cache.

Step 4A. Close any open browser window or tab.

Step 4B. Open a new browser window.

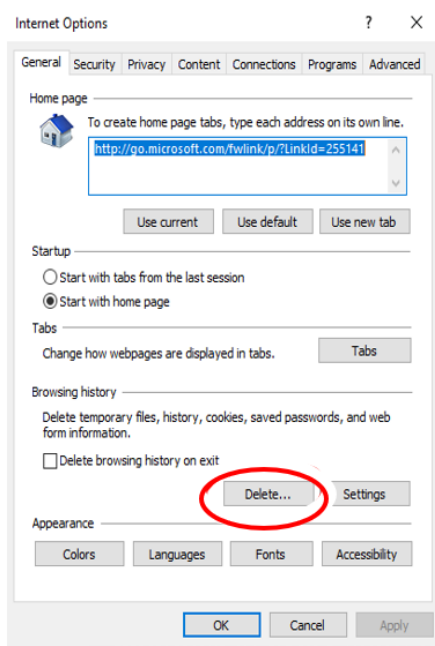
Step 4C. In the upper right menu, click on “Tools” and then Internet Options.



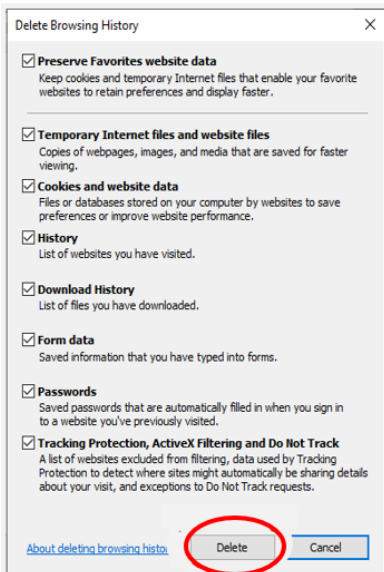
Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 4D. Click on “Delete”.



Step 4E. Mark all the boxes with a checkmark as shown below and click delete:



Step 4F. Click OK to exit out of the Internet Options window.

Step 4G. Exit out (close) the browser window.

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Step 4H. Repeat the actions in [Step 2 - Logging into ProviderConnect](#)

Step 4I. If you get an error at this point, please phone the Sage Help Desk team



Step 5 – AADSTS[#####] Error

Error Example:

```
AADSTS50011: The reply URL specified in the request does not match the reply URLs configured for the application: '1d5d9ea6-cdd1-4f64-8126-7b94bfab3828'.
```

If you receive an error similar to the above:

Step 5A. Validate Emulation settings as shown in the image in [Step 1.F above](#).

Step 5B. Clear Cache per series of steps in [Step 4 above](#).

Step 5C. Close all browser windows / tabs.

Step 5D. Open browser and repeat the actions in [Step 2 - Logging into ProviderConnect](#).

Step 5E. If you get an error at this point, please phone the Sage Help Desk team.



Step 6 - Request to Login to Sage ProviderConnect

With the use of the Sage SSO Login, you should never be asked to log into the Sage ProviderConnect application.

Error Example:

Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 



Step 6A. Clear Cache per series of steps in [Step 4 above](#).

Step 6B. Close all browser windows / tabs.

Step 6C. Open browser and repeat the actions in [Step 2 - Logging into ProviderConnect](#).

Step 6D. If you get an error at this point, please phone the Sage Help Desk team.



Step 7 - Invalid Login Attempt

Error Example:



Step 7A. If you receive this error, please call the Sage Help Desk who will validate your Sage Account configuration.



Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 8 – Possible (rare) Issue: Frequent Need to Clear Cache to Access ProviderConnect

For a few users, you may find that you are rather frequently getting an error when trying to access the link for ProviderConnect with the result that you need to clear your browser cache often. Your browser may be processing in a way that it misses a key “re-direct” code during the login process even though the URL appears to be correct on your screen. There is an alternate workaround to store your book that the Sage Help Desk can provide.