Sign-in with UM CaneID

Section 1.1: Overview

When you need to sign in with your CaneID to access applications such as Workday, CaneLink, Box, and many others, you will be authenticated by the UM Single Sign-On (UMSSO) service (caneid.miami.edu).

If you learn how to sign in and sign out properly, it will help you protect your privacy and prevent unauthorized access to your account.

Section 2.1: How to Sign In

When you are asked to sign in into the resource, you will enter your CaneID and password. Your credentials will be verified and our Single Sign-On (SSO) system will remember your CaneID for 1 hour. Perhaps some applications may have a session duration of 15 minutes.

Warning: Don’t trust every website that looks like our UM Single Sign-On page seen above.

Verify the URL address at the top of the browser is: https://caneid.miami.edu/cas/login?service=https%3A%2F%2Fcaneid.miami.edu%2Fidp%2FAuthn%2FMCB%2FRemoteUser as shown below:
Section 2.2: How to Sign Out

Always remember to sign out after accessing any application, especially if you are in a public computer or you share a laptop, tablet or smartphone with someone else. The best way to sign out is to completely close your web browser. Doing this will prevent others from accessing your application using the active SSO session as if they were you. The University recommends for the user to click on the application’s logout. For example:

![Sign Out Button]

The user then is redirected to an intermediary page that will let the user choose if to continue with the current application or to completely logout.

**Application Log Out**

**Please note:**
You have successfully logged out. To return to your current application, please click [here](#).

However, your UM Single Sign-on (UMSSO) session is still active. For your safety and protection, please log out of your UMSSO session completely by clicking [here](#).

If the user needs to completely logout, they will be redirected to a page that will advise closing the browser to complete the logout process.

**You have been logged out successfully.**

To complete the logoff process and prevent other users from accessing your account, you must close all browser windows and exit the browser application.
Section 2.3: Close Browsers to End SSO Session

If you cannot close the browser, open this link to end your 1-hour sign in session and clear the UM SSO session that you signed in with:

http://www.miami.edu/ssologout

To completely close your browser in most common web browser:

Section 2.3.1: Windows

Internet Explorer

Use shortcut [CTRL][W] or click on the “x” on the upper right hand corner of the browser.

FireFox

Use shortcut [ALT][F],[X] or click on the File menu and select Exit.

Google Chrome

Use shortcut [CTRL][SHIFT][Q] or click on the square box icon with three dots to the right of the search field and select Exit.
Section 2.3.2: Apple

Safari

Use shortcut [Command][Q] or click on the Safari menu, and select Quit Safari.

Firefox

Use shortcut [Command][Q] or click the Firefox menu, and select Quit Firefox.
Google Chrome

Use shortcut [Command][Q] or click on Chrome menu, and select Quit Google Chrome.

Section 2.3.3: Tablets and Smartphones

Tablets and smartphones are seldom used by more than one person. The only way you can protect yourself from unauthorized access to your device is by locking the screen and using the auto lock setting of your device.
Section 3.1: Known Issues

Some of the known issues are described below:

“I clicked on my Back button and got an error”

When pressing the back button in any browser, you will get an error. This is very common since our SSO does not work with the back button. Sometimes, you can resolve this problem by clicking the back button two or more times or closing the browser, open a new browser and sign in again.

“Are cookies required?”

To Sign-in using CaneID credentials, your browser must accept cookies.
“Sorry, you entered an invalid CaneID or Password”

The UMSSO page says you have entered the wrong CaneID and/or password. Make sure you are entering the correct credentials and that your “Caps Lock” is off and your “Num Lock” key is on. Note: Your CaneID username does not contain @.

“Bookmarking the UM Single Sign on page to access your application”

The Single Sign-On page is not useful by itself. It is tied to some other application website that will redirect the user to our Single Sign-On page. Therefore, you should edit your favorites bookmark to replace the application URL from https://caneid.miami.edu/cas/login?service=https%3A%2F%2Fcaneid.miami.edu%2Fidp%2FAuthn%2FMCB%2FRemoteUser to the actual application URL (i.e. https://workday.miami.edu, etc.)