Log In with Microsoft

Users can log in to KAStrack with their Microsoft account if their organization has had Microsoft Entra set up. If it has not, see Understanding Microsoft Entra Single Sign-On for how to request setup.

How To: Log In with Microsoft

1. Open your organization's KAStrack login page.
2. Select the Microsoft sign-in button below the login fields.
3. Choose the Microsoft account you use for work or school (or your personal Microsoft account, if your organization allows it), and complete any prompts Microsoft shows, such as entering a password or approving a sign-in request.
4. You are signed in to KAStrack.

How To: Sign In with Microsoft for the First Time

The first time you sign in with Microsoft, KAStrack asks how to connect your Microsoft account. Choose one of the following:

- **If you already have a KAStrack account:** choose the option to link to your existing account, then enter your KAStrack username and password. From then on, you can sign in with Microsoft or with your KAStrack password, unless your organization has turned off direct login.
- **If you do not have a KAStrack account:** choose the option to create a new account. This option appears only if your organization allows it. Your new account is given your organization's default access level. You will not have a KAStrack password, so you will always sign in with Microsoft.

If you try to create an account with an email address that already has a KAStrack account, KAStrack will ask you to sign in to that account instead. Choose the option to link to your existing account.

Troubleshooting

Problem	What to check	Who to contact
There is no Microsoft sign-in button on the login page	Microsoft sign-in has not been set up for your organization.	Your organization's KAStrack administrator, who can call KAStrack technical support or their client liaison to schedule a setup meeting
Microsoft says you do not have access, or you chose the wrong account	You may have chosen a personal or other-organization account that your organization does not allow. Sign out of Microsoft and select your work or school account.	Your organization's KAStrack administrator
You see an unexpected profile or account after signing in	Your Microsoft account may be linked to a different KAStrack account.	Your organization's KAStrack administrator
You created your account with Microsoft and cannot log in with a password	Accounts created with Microsoft have no KAStrack password. Use the Microsoft sign-in button.	No contact needed
You forgot your Microsoft password or are locked out of your Microsoft account	Microsoft manages these credentials, not KAStrack. Reset a forgotten password with Microsoft: work or school accounts , personal accounts. If the reset screen tells you to contact your administrator, your organization has not turned on self-service password reset.	Your organization's Microsoft or IT administrator
Microsoft sign-in works but KAStrack shows an error	This is a KAStrack-side problem.	KAStrack technical support

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