

CAS login appears when clicking on link in "Takenbeheer" e-mail - what can I do?

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FAQ Article Print

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Keywords

SAP MjnApps;e-mail ;link;Takenbeheer;Tasks;approval;direct link;Single Sign On; CAS;Authentication

Solution (public)

We think that your problem is about the following :
Should you open Outlook locally on your PC and then click on the HR-Inbox or other links in the SAP "Takenbeheer" e-mail, then usually, an automatic identification will take place, or the CAS logon pop-up will ask for authentication. Sometimes, it does not work at all. This is because the user's logon information is still stored somewhere.

It is a complex problem. It has to do with the browser you used, the applications that you already opened, and the application with which you have opened your e-mail.

Possible solutions

- 1) Refresh your screen. (Reload this page at the top left in your browser)
- 2) Sluit alle browser sessies van dezelfde soort af (Bijv. Chrome)
 - a. Klik nu opnieuw op je link in de e-mail, je zou nu je CAS login scherm krijgen.
- 3) Start een VPN sessie op. Dit zorgt ervoor dat je op het UGent domein zit.
 - a. Klik nu opnieuw op je link in de e-mail, je zou nu je CAS login scherm krijgen.
- 4) Zonder VPN, kan je ook Athena openen en dan naar je mail applicatie gaan.

Go to[1]<http://sapmijnapps.ugent.be>

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Symptom (public)

Click on the direct link from task approval "Takenbeheer" e-mail to go to SAP MijnApps relevant tile to perform your approval task. A CAS login screen appears. This should not be needed Single Sign On should take care of this.

Problem (public)

A user is working on a local version of Outlook. A mail with "Takenbeheer" in the title is received. This is a workflow e-mail to inform the user that there are tasks to be approved. The e-mail contains a table with direct links to the Sap MijnApps application. After clicking, a pop-up appears with the Gateway logon. Normally, this should not happen, because CAS/Single Sign On should take care of this. You enter your user id and password but still logon does not work.