Distance
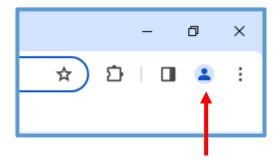Ed

Troubleshooting: Campion unable to login

You may experience a '500 Error' when logging into the Campion portal. This error will have a white background with many lines of writing, as seen below:

{"code":500,"error":"No user matched the returned claims. Error Id: 68906468-6da1-45f5-ad1d-6e7de704d2b4.\nClaims:\nver-2.0\n|\niss-https://login.microsoftonline.com/9188040d-6c67-4c5b-b112-36a304b66dad/v2.0\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier-AAAAAAAAAAAAAAAAAAAAAFAFgojI8IzAwtl1Y7eeM4A\n|\naud-53de9eeb-109f-48d9-b305-c3017fb1f78c\n|\nexp-1698369133\n|\niat-1698282433\n|\nnbf-1698282433\n|\nname-██████████\n|\npreferred_username-█████████████\n|\nhttp://schemas.microsoft.com/identity/claims/objectidentifier-00000000-0000-0000-0362-d8ee97bbfdd3\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress-███████████████████████\n|\nhttp://schemas.microsoft.com/identity/claims/tenantid-9188040d-6c67-4c5b-b112-36a304b66dad\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/surname-███████\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname-██████\n|\nnonce-6dcef725-2eb1-4234-b851-4154c2d1baa4\n|\naio-DqFFaFKbyok0LevuUOweTo1esvzD6AdJq730kMBBR4fw87deBe1RHcwiLUo6vAgORwxXPiF35hY4J5S7orLB46TVZb3XktUC9tJA7IZwwPiVu5kBtXKhObnbXnP3y4oq91WBkVJ0kosebh491oIWXjw$\n|","stacktrace":"System.Exception: No user matched the returned claims. Error Id: 68906468-6da1-45f5-ad1d-6e7de704d2b4.\nClaims:\nver-2.0\n|\niss-https://login.microsoftonline.com/9188040d-6c67-4c5b-b112-36a304b66dad/v2.0\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier-AAAAAAAAAAAAAAAAAAAAAFAFgojI8IzAwtl1Y7eeM4A\n|\naud-53de9eeb-109f-48d9-b305-c3017fb1f78c\n|\nexp-1698369133\n|\niat-1698282433\n|\nnbf-1698282433\n|\nname-██████████,n|\npreferred_username-██████████████████████████\n|\nhttp://schemas.microsoft.com/identity/claims/objectidentifier-00000000-0000-0000-0362-d8ee97bbfdd3\n|\nhttp://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress-

To resolve this, check to see if you are signed into Chrome with a personal account. This can be found in the top right corner of the browser. If you are logged into an account in Chrome, please sign out. This is known to interfere with the login process for Campion.

Once you have signed out, close down your browser entirely, then relaunch it and then try accessing Campion again.

If you are wanting to stay signed into your personal account within your browser, we suggest using a different browser for schooling. Microsoft Edge is the default browser for Windows computers.

If you are still experiencing issues logging into Campion, please contact the school.