

Unable to log in to the Portal:

Here is the link to show you how to log in to the portal: <https://web.wvm.edu/#/instructions-staff>

Here is a link to show you how to troubleshoot login issues: <https://web.wvm.edu/#/trouble-logging-in>

If you have never logged in to the portal before, please try use the default password Wvm@mmddy (Make sure the W is uppercase and the mmddy is your birthdate).

If it doesn't work, please contact the Help Desk [is help.desk@wvm.edu](mailto:help.desk@wvm.edu)

Unable to access the survey link

If you see this error message:

"AADSTS50020: User account 'xxx@xxxxxx.com' does not exist in tenant 'West Valley-Mission CCD- West Valley College' and cannot access the application '<https://eis-prod.ec.wvm.edu:443/samlso>'(WVM - Ellucian Identity Services PROD) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account."

Please follow these instructions below:

1. Open Firefox,
2. Go to <https://portal.office.com>
3. Sign out if logged in to any account (other than wvm)
4. Copy and paste this URL in the browser
 - a. Students:
 - b. <https://generalssb-prod.ec.wvm.edu/BannerExtensibility/customPage/page/vacStatus>
 - c. Employees:
 - d. <https://generalssb-prod.ec.wvm.edu/BannerExtensibility/customPage/page/vacStatus?t=e>

If you need help with login, please contact [IS help.desk@wvm.edu](mailto:IS_help.desk@wvm.edu)