

BioRAFT Login Issues

EH&S has been made aware of an issue with logging in to BioRAFT since UMass IT added the DUO authentication requirement. If when attempting to log in to BioRAFT, you see the screen shown below, you are being affected by the issue.



Welcome to BioRAFT - The Research Management Pla

- [Shibboleth authentication] *Username is missing. Please contact your site*
- [Shibboleth authentication] *Shibboleth authentication process can't conti*
- [Shibboleth authentication] *Username is missing. Please contact your site*
- [Shibboleth authentication] *Shibboleth authentication process can't conti*

[Please enter your UMass NetID and Password to log in.](#)

Access to this system is strictly limited to users associated with the University of Massachusetts and logged.

To resolve the issue:

- Report the issue to IT by sending an email to it@umass.edu, or call 413-545-9400, and request an LDAP/password reset. Tag Mark Scarbrough on the request if emailing.
- IT will notify you when the synchronization issue with your LDAP has been corrected.
- You will then need to contact IT to reset your NET ID password.