

Switching between your student and institutional accounts

University systems are set up to use single sign on (SSO) – which is designed to make things easier for users as you don't have to login again every time you open a different system or application. However, SSO can cause login issues when you are logged in using your institutional / staff account and try to access a student system, or vice versa. This guide provides instructions on how to navigate between your two accounts when on a university or personal device.

Using a Personal computer or device

Usually when using a personal computer or device (ie one where you are not logged in to the device using your University login) you can easily switch between logins as you will be asked for your login details every time you access a new application. However, sometimes if you are already logged into one application (eg your email), when you try to open a second application in the same browser, SSO will kick in and try to log you in without asking for your details. If this occurs, follow the instructions in option 1 below to login using an incognito or private browser window.

Using a University computer or device

If you are already logged into a university computer using one account, and you wish to access a system using a different account, you have two options:

Option 1 (recommended): open an incognito browser window

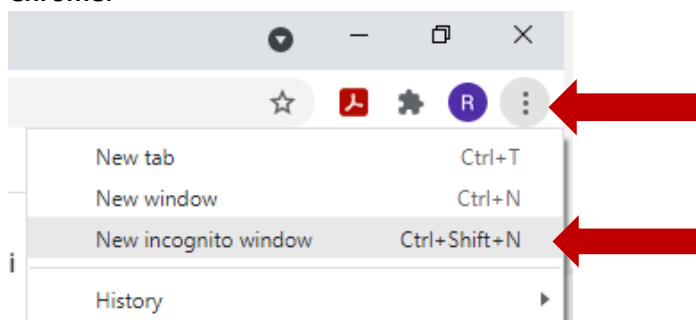
This is the option we recommend as it is quickest and allows you to have different systems open at once. We have provided instructions for Chrome and Firefox, other browsers will have a similar arrangement but they may use a different name and work slightly differently.

1. Open your browser
2. For Chrome, click on the three dots at the top right of your window and select 'New Incognito Window'

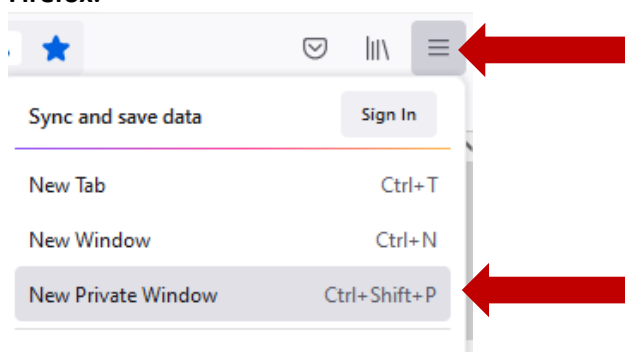
OR

for Firefox Click on the three lines at the top right of your window and select 'New Private Window'.

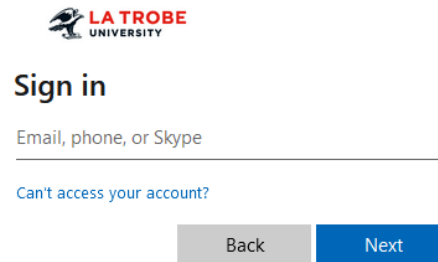
Chrome:



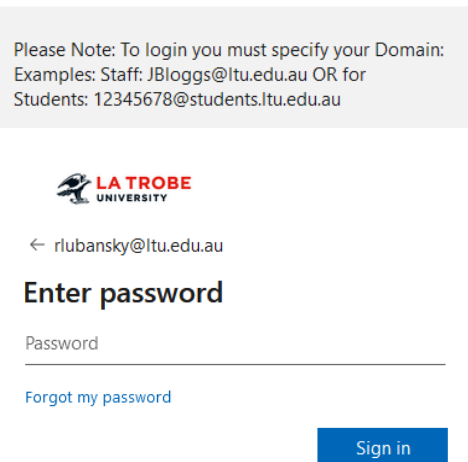
Firefox:



- Enter the web address for the system you wish to access (or click on your bookmarked link)
- You will be taken to the sign in page. Enter your domain login (**not** your email address) ie for institutional login JBloggs@ltu.edu.au OR for student login 12345678@students.ltu.edu.au . Click 'Next'.



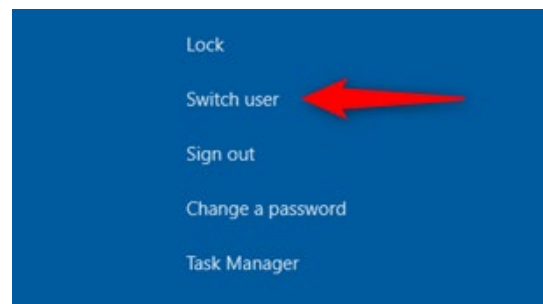
- Enter your password and click 'Sign in'



Option 2: Use the Switch User option to log in using your alternate account details.

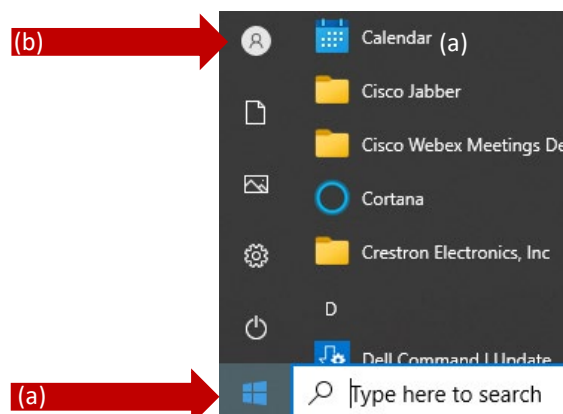
This is a fail-safe way to prevent any single-sign-on errors, but means you need to keep switching users every time you wish to access a system using your other login.

- Simultaneously press Ctrl+Alt+Del and then click Switch user



OR

If using Windows 10, you can also select the **Start** button on the taskbar (a). Then, on the left side of the Start menu, click on the account name icon (b) then **Switch user**.



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2. The **Other User** windows log in screen will open, where you can enter the details of your other account. Log into the LTU domain with the following credentials: **LTU\staff username or LTU\student username** and then enter the appropriate password in the password field.
3. Navigate to the system you wish to access, eg for the PRIME Researcher Portal go to <https://prime.latrobe.edu.au/portal/s/>
4. If you wish to go back to using a system that requires your other login, return to step one to switch back over to your other account.