

# Login error: Not valid SAML

## Problem

Cannot login through portal login button because of an error.

## **SAML 2.0 based Single Sign-On**

**Not a valid SAML 2.0 Request Message!**

The message was not recognized by the SAML 2.0 SSO Provider. Please check the logs for more details

## Solution

This is a server error.

Please try to refresh the page or repeat the process after a few minutes. If the error persists, please contact us immediately to fix this problem.

[tempus.support@site.edu.au](mailto:tempus.support@site.edu.au)

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