Issues Accessing Reach Central

Looping on Login Screen

This means the agent is not set up in the Ping ID Reach Agent Group

Submit an Express Lane RT Form and include the following:

- Full Name
- AD Credentials
- Email Address
- Group identifier Ping ID Reach Agent group

Generic Welcome (user) Screen

Submit an Express Lane RT Form and include the following

- Full Name
- AD Credentials
- Email Address
- Sales Number
- Group identifier is Reach Agent

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4413