

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>