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To: _CL_UHCL_FACULTY; _CL_UHCL_STUDENTS

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Colleagues,
Here is an update on the issues with UHCL's single-sign-on, go.uhcl.edu.

What happened?

Around 8 am yesterday, [QuickLaunch](#), our cloud-based SSO IDP (Single Sign-On Identity Provider), began having slowdown issues. This slowdown affected primary campus technology services like Blackboard, Office 365, and Zoom, which use QuickLaunch to provide single login functionality.

The issue affects several higher education institutions, including Texas A&M International University, Alabama State University, and Colorado Christian University.

At this time, there is no ETA for resolving the issue.

What we are doing.

Our team is taking a two-pronged approach. First, we are working with QuickLaunch to find potential workaround and solutions. Given the number of affected clients, QuickLaunch is working diligently with our team to find a resolution.

Secondly, we are creating alternative methods for accessing major systems like Blackboard, Zoom, and Office 365. Yesterday afternoon, we posted information on [GO.UHCL.EDU](#) on how to access **Blackboard**. Today, we posted instructions on how to access **Office 365** and **Zoom** on [GO.UHCL.EDU](#). I included some quick links and instructions below to help you access these services.

Blackboard: Go to uhcl.blackboard.com and log in with your UHCL username and password.

Office 365 (i.e., Outlook, Teams, etc.): Go to office.com and log in with your UHCL username and password.

Zoom: Zoom is accessible through Blackboard. See the instructional video [here](#).

We will provide additional updates and resources as they become available. Thanks for your patience as we work through resolutions to this issue. Sorry for the inconvenience especially beginning of the new semester.

