Authentication Best Practices

FIRST STEPS FOR GENERAL TROUBLESHOOTING

Please have your student try the following troubleshooting steps:
1. Log out of Sora again via the 3-lined menu
2. Clear all cache/cookies/browser history
3. Log back into Sora

If clearing the cache/etc. doesn't work. Try the following:
1. Ensuring the internet connection is on and strong
2. Logging in on a different device
3. Logging in via an incognito window

If none of those work, try resetting the app:
1. Go to the 3-lined menu
2. Click About Sora
3. Click the reset app button

When Emailing OverDrive for Authentication Issues Please Include:

- Student Username
  - Use ots.overdrive.com
- Screenshots of any error messages
- Any troubleshooting steps already taken

We may also ask for:
- A full screen recording of the login and/or issue

CHANGING USERNAME CONVENTION

- Before your IT Department changes your student's username convention please reach out to OverDrive. We will submit a case to notify our backend team of the change and prep the system to capture your new usernames. This will prevent a break in access.
  - A few examples of username conventions:
    - Email: soraapp@myschool.com
    - Username: soraapp
    - Numeric: 12345

CHANGING ORGANIZATIONAL UNIT STRUCTURE

- Organizational Unit = OU = The groupings which your usernames fall into
  - A basic example:
    - Apple Primary School
      - Grade 1
        - Username
      - Grade 2
        - Username
- Before your IT Department changes your OU structure, please reach out to OverDrive. This will allow us to put your new structure into our system and ensure Content Access Levels and Reporting don't break.

USING GRADUATION YEARS TO DENOTE GRADE LEVEL

- If students are not seeing the correct level materials and your team uses graduation years to denote grade level, they may need updated on OverDrive's backend. (Example: When the year 2026 moves from being 8th grade to 9th grade)

GOOGLE AUTHENTICATION

- If your school authenticates with Google and students can no longer access Sora, the Google Admin password may have changed or been disabled. Please ensure the account is enabled with an admin read-only permission and confirm the email address with OverDrive.

MICROSOFT AUTHENTICATION

- If your school authenticates with Microsoft and students are no longer seeing Content Access Leveled materials, we may not be receiving your claims anymore. Please have your IT Team reach out to start sending us the correct claims.

USER LOGIN MANAGER (ULM) AUTHENTICATION

- If your school authenticates with ULM and a student cannot access Sora, please ensure they have been added to your ULM account. As a reminder, this a manual method of uploading users.

Sora
The student reading app