



## EMPLOYEE LEARNCENTER LOGIN ERROR

Greetings,

Users have been recently reporting the below error when trying to access the Employee LearnCenter:

*Security Alert. The following error has occurred: Invalid Identifier. Please contact your administrator.*

Until Oracle can identify the cause of this error, the following workarounds have been provided:

- Use one of the supported browsers: Firefox, Chrome or Microsoft Edge. If you are already using one of these browsers, try an alternate from the list.
- Try accessing the LearnCenter in a private browsing or incognito window. *This has been a great fix for many users recently.*
- Clear the cache of the browser following the knowledgebase article here: [Clearing Cache](#). Once you have cleared the cache, please attempt to access LearnCenter again.
- Ensure there are no pending updates for your system by fully shutting down your device (not just restarting) and attempt to access the LearnCenter again after turning your device back on.

Please try all of the workaround solutions. We are aware that even after trying all workarounds, a small number of users are still unable to log into the system. If all workarounds do not work for you, please create an Employee LearnCenter ticket by visiting the [Services Catalog](#) so we can gather more information.

Best,

The WyoCloud Team

The WyoCloud Team  
Email: [wyocloud@uwyo.edu](mailto:wyocloud@uwyo.edu)  
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**Need help with WyoCloud?**  
Contact the UW Help Desk

766-4357, Option #1  
[userhelp@uwyo.edu](mailto:userhelp@uwyo.edu)

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