

OSP online routing form relies on the LDAP server to verify your account. If the system doesn't grant your access, even after you input your correct UTSA network account user name and password, it's very likely that your network account and the LDAP account have become out of synch.

To verify, please go to this URL to test your login <https://idm.it.utsa.edu/cas/login>

If you can't login, that means the accounts are out of synch. In order to re-synchronize your passwords, you should go to this website: <https://idm.utsa.edu/> , and change your password there.

If you need help with this, please call the OIT help desk at x5538.