

# ECCO SHOESHINE

## Quick SSO Guidance

Presenter's Name

# HOW TO ENSURE SSO PROCESS

You can log-in with the Single Sign On (SSO) button if you have an ecco.com or ecco.ru e-mail account.

Kindly note that the SSO functionality only works, if you have logged in to the computer with an ECCO password – **using a pin code, face ID fingerprint or other sign-in options will not be compatible with the CCO process.**

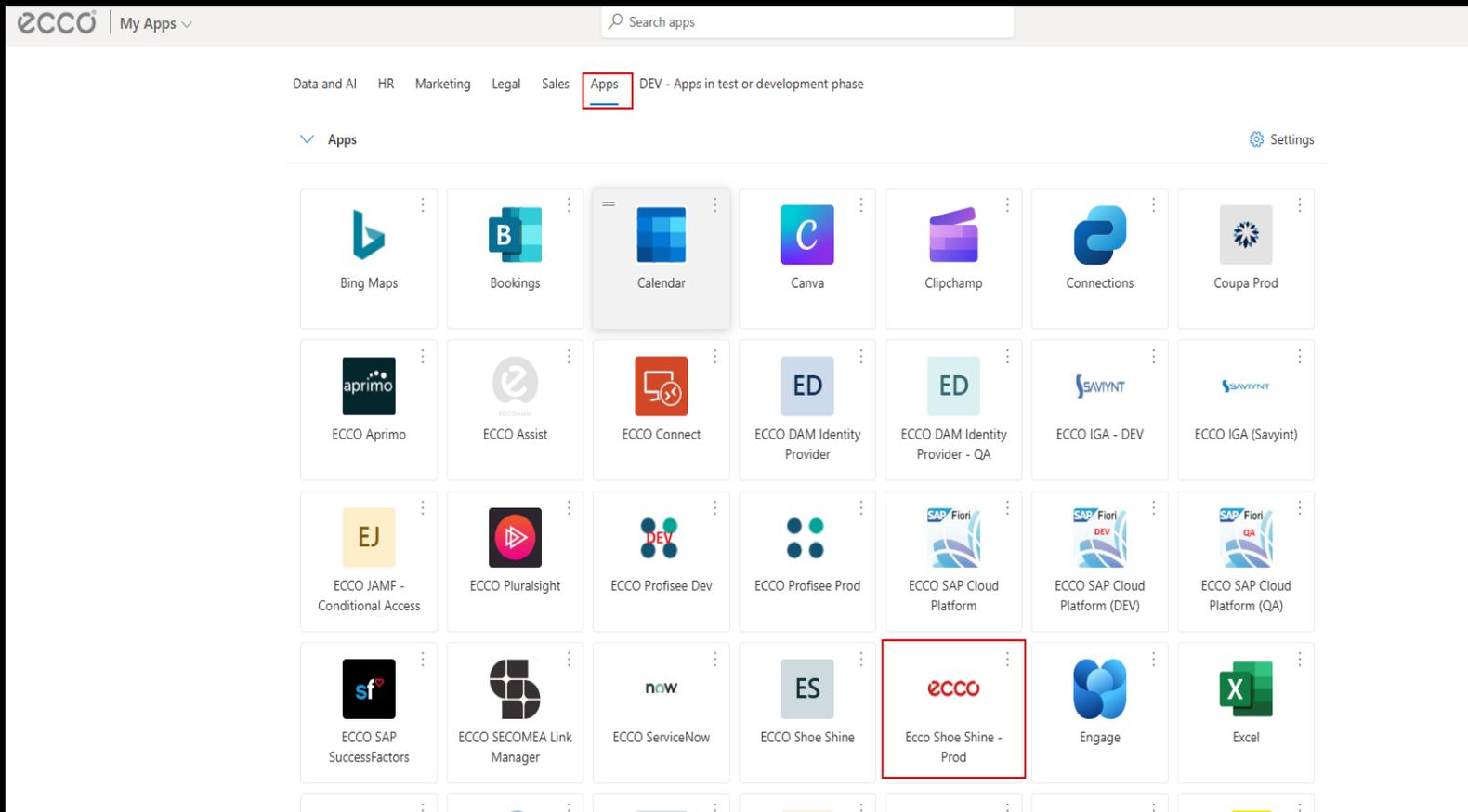
# **TROUBLE SHOOTING**

## **in case of log-in challenges**

# 1. Check your access from My Apps

<https://eccoshoeshine.com> website is integrated with SSO, you can login to website with your ecco account

Open your web browser and Go to <https://myapps.microsoft.com/> if you have access to ecco shoeshine you should be able to see ecco shoeshine apps

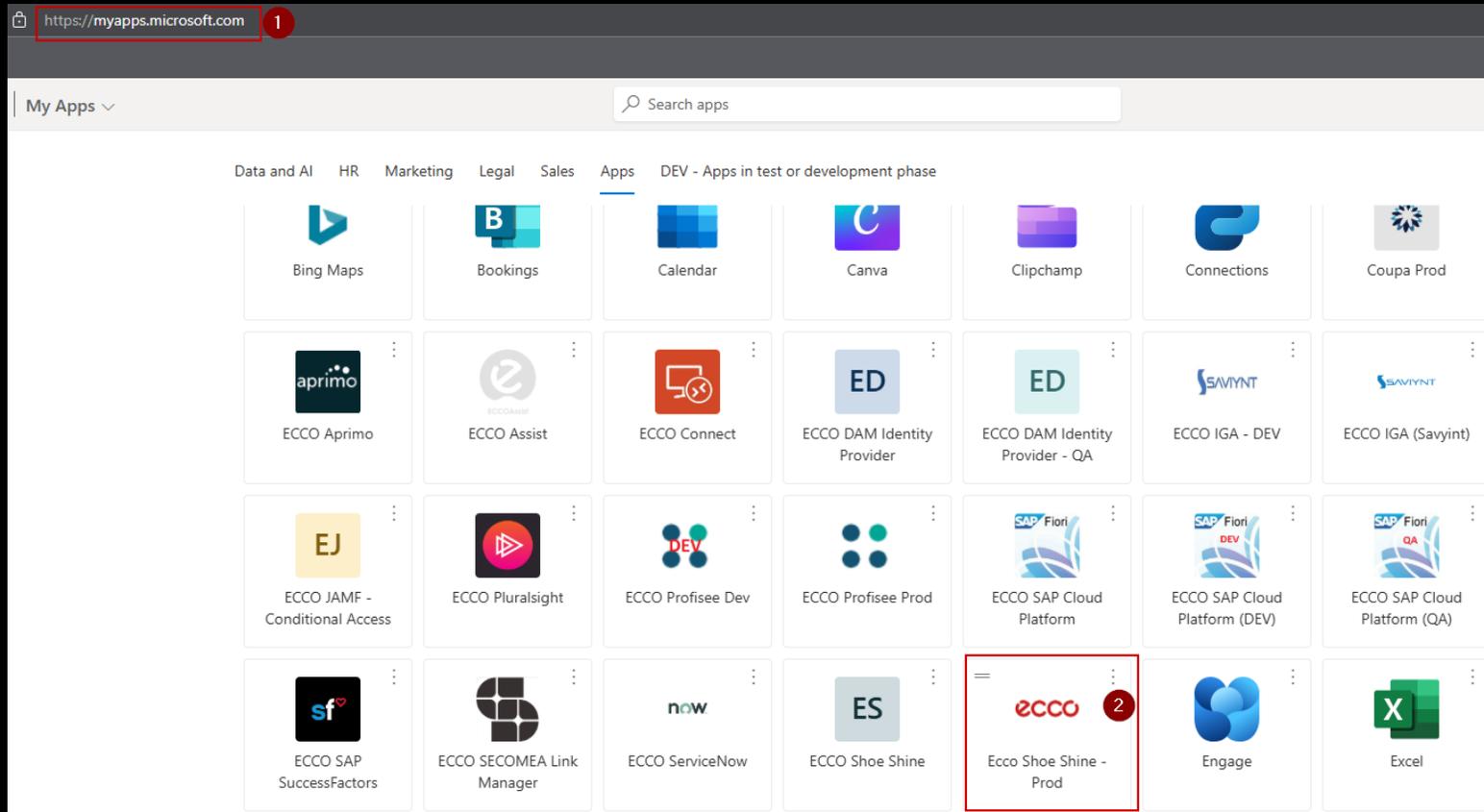


Note : if this apps doesn't show on your device, please reach out to service desk to register your store account [Create a Call – ECCOAssist](#)

# 2. How to login from my apps

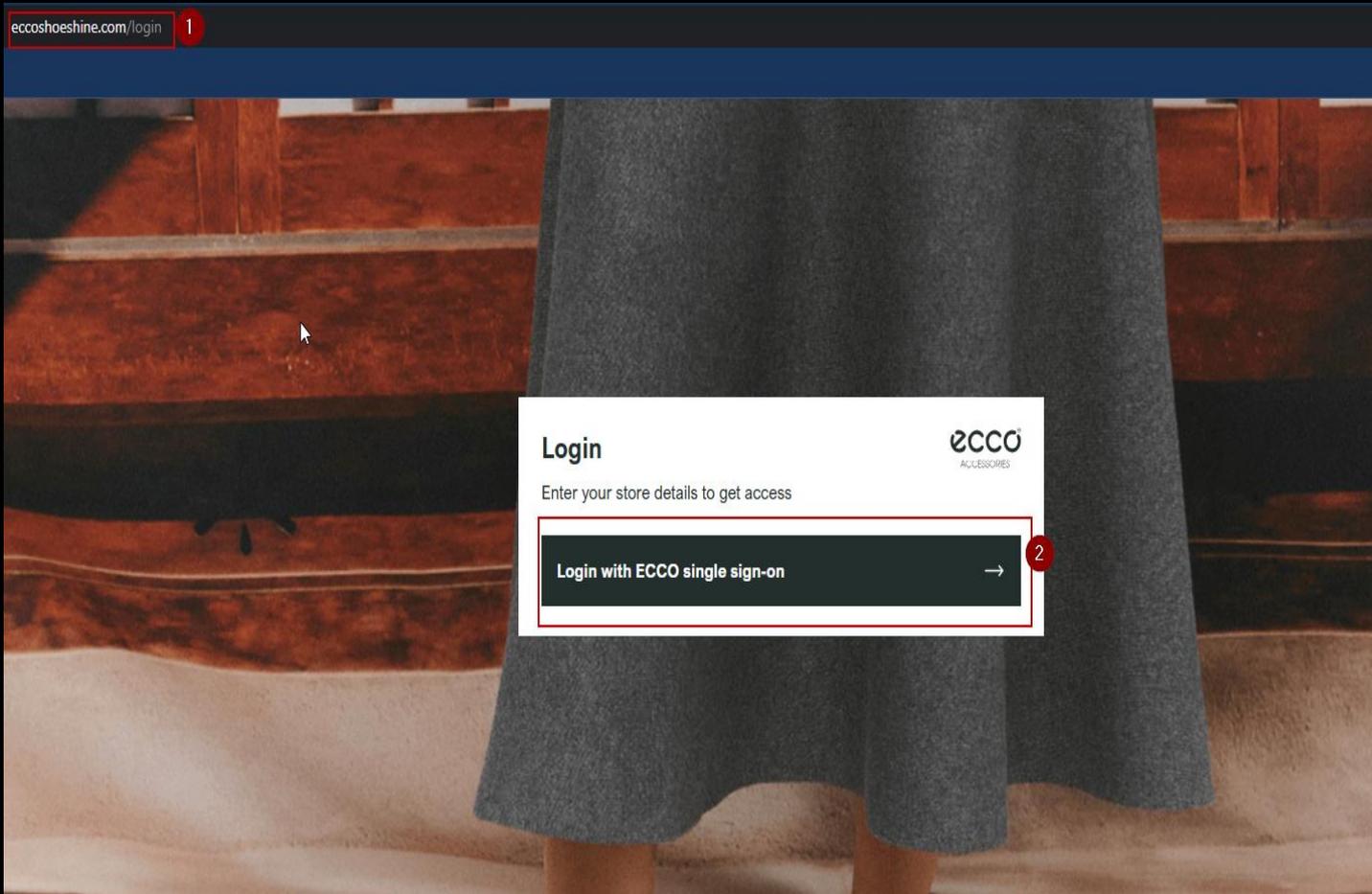
1. Go to <https://myapps.microsoft.com/>

2. Click on ecco shoeshine – Prod (You will be redirected to ecco shoeshine web)



# 3. How to login directly to ecco shoeshine

1. Open your web browser and Go to <https://eccoshoeshine.com/login>
2. Click on Login with Ecco Single sign-on
3. Insert your username and password
4. Done



If you're unable to log in, you can try these steps:

1. Clear your cache and cookies



2. Login with incognito mode or Private windows
  - a. **Google Chrome**
    - Click the three dots in the top right corner
    - Select New Incognito Window
    - use the keyboard shortcut Ctrl + Shift + n on Windows, Linux, or Chrome OS
    - use the keyboard shortcut ⌘ + Shift + n on Mac
  - b. **Microsoft Edge**
    - Click the three dots in the top right corner
    - Select New InPrivate Window
3. Create A call to service desk [Create a Call – ECCOAssist](#)

# Thank you!