Troubleshooting Error Messages

The EDGE Learning site is very particular about what email address it will recognize. If you receive an error message, please check the following:

1. **Double check that your email address is in the form**
   
   NetID@email.arizona.edu. The EDGE system will **not** recognize email addresses with @arizona.edu (you must use @email.arizona.edu).
   
   a. The system also will not recognize unit-specific email addresses such as the following (these are examples not a comprehensive list):
      
      • @peds.arizona.edu
      • @pharmacy.arizona.edu
      • @optics.arizona.edu
      • @uafoundation.org

   b. You also cannot use non-University email accounts such as Gmail, Hotmail, Yahoo, or other organizations’ email addresses (@bannerhealth.com).

2. Double check your email address, NetID, and password are spelled correctly.

3. Try logging in using a private browser or incognito window to bypass saved login credentials.

4. If you still cannot log in, please contact the EDGE Learning team for more assistance at edge-learning@email.arizona.edu.