Troubleshooting Log-in Error Messages

The EDGE Learning site is programmed to recognize only one format of email address. If you receive an error message when logging in try these steps:

1. Double-check that your email address is in the form NetID@email.arizona.edu. The EDGE system will not recognize
   a. the newer address format with @arizona.edu
   b. unit-specific email addresses such as the following (this is not a comprehensive list):
      • @peds.arizona.edu
      • @pharmacy.arizona.edu
      • @optics.arizona.edu
      • @uafoundation.org
   c. Non-University email accounts such as Gmail, Hotmail, Yahoo, or external organizations’ email addresses (e.g., @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, contact the EDGE Learning team at edge-learning@email.arizona.edu for more assistance