Use Case: User encountered error “There was an issue looking up your account”



Figure 1: This show user suddenly unable to authenticate through the IDP via ZCC

1. Proceed the check the error code 1st, the error code can be obtained by clicking the 3 dots on the right as per below



1. From there, can see the error code encountered for easier troubleshooting



1. The figure below explain about the error code and how to solve the issue



1. Proceed to go to the User login Microsoft portal and go to the security info to remove any MFA defined

