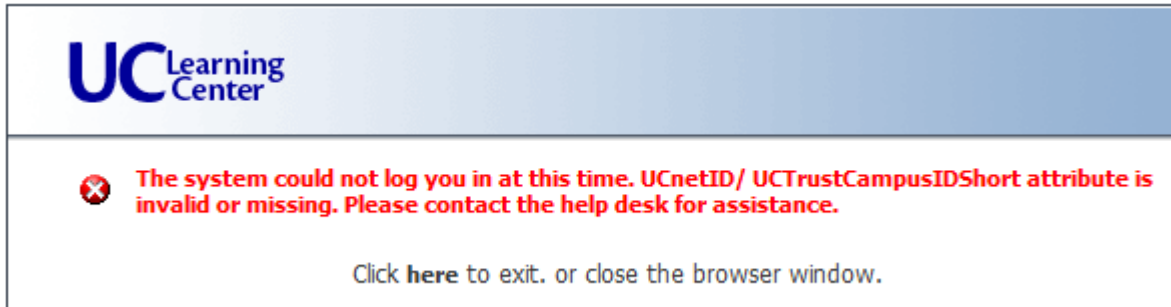


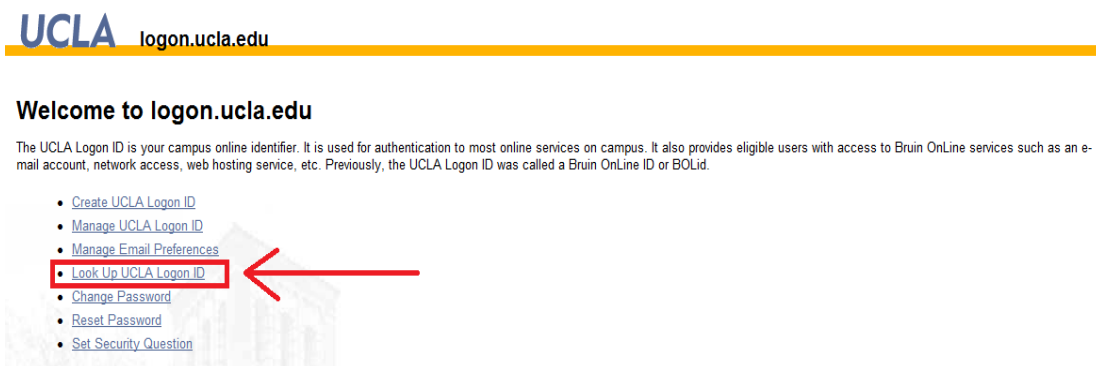
I am unable to login to the LMS because I get the error UCnetID/UCTrustCampusIDShort attribute is invalid or missing

If you are attempting to login to the LMS with your UCLA Logon ID and receive the following error:



It could be because you are trying to login with the incorrect UCLA Logon ID. Users can have multiple UCLA Logon IDs, but only one of those UCLA Logon IDs can be associated with your 9 digit employee ID. You must use the UCLA Logon ID that is associated with your employee ID. If you do not know which ID that is, please follow the steps below in order to find out which UCLA Logon ID is the one you can use for logging into the LMS:

1. Open a web browser
2. Go to <https://logon.ucla.edu>
3. Click on the link titled “Look Up UCLA Logon ID”



4. Select option “I am a UCLA Student, a UCLA Alumnus, a UCLA Faculty member, a UCLA Staff Member, a UCOP or UC Merced Staff Member.

Look Up UCLA Logon ID

Before proceeding you must identify yourself to the system.

I am a UCLA Student, a UCLA Alumnus, a UCLA Faculty member, a UCLA Staff member, a UCOP or UC Merced Staff member

You must have your 9-digit UCLA Identification Number to continue. You can find this number:

- On your online or paper letter of admission (new students)
- On your BruinCard (current students, alumni, faculty, staff)
- On your UCLA transcript (current students, alumni)
- On your paycheck stub or online earnings statement

I do not have a UCLA Identification Number

For further assistance, contact the Help Desk by telephone at 310-267-HELP (4357) or email at accounts@ucla.edu.

Next »

5. Enter your Last Name, Date of Birth and UCLA ID number in the corresponding fields. The most important of those fields is the UCLA ID Number. You should input your 9 digit employee ID in this field.

Look Up UCLA Logon ID

Your UCLA Logon is the first part of your @ucla.edu email address (up to the @ symbol). If you do not have an @ucla.edu email address or can not remember what it is, provide the information requested below to look up your UCLA Logon.

If you do not have the information below, please bring University-issued photo identification to the Bruin OnLine Help Desk located in Suite 124, Kerckhoff Hall. If you are not able to visit the Help Desk, please fax in a completed copy of the [UCLA Logon Service Request Form](#), with all required supporting documentation.

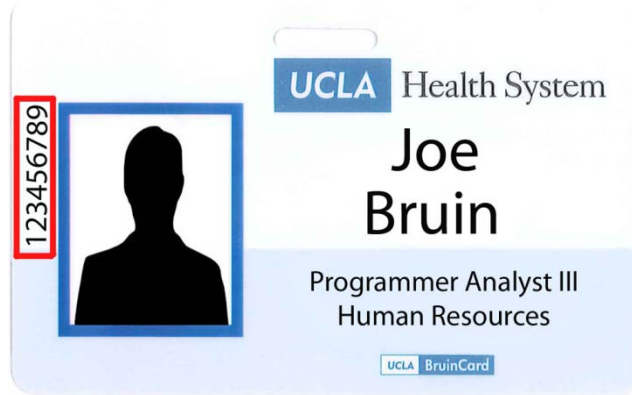
For further assistance, contact the Help Desk by telephone at 310-267-HELP (4357) or email at accounts@ucla.edu.

Validate Your Identity

| | |
|-----------------------------------|----------------------|
| <u>Last Name</u> | <input type="text"/> |
| <u>Date of Birth (YYYY-MM-DD)</u> | <input type="text"/> |
| <u>UCLA ID Number</u> | <input type="text"/> |

Next »

- a.
- b. If you do not know your 9 digit ID, you can find it on your badge



6. The last screen will then display the UCLA Logon ID associated with your employee ID.