## Customer Connectivity Issues

This table highlights reports received by REFEDS of connectivity problems for users attempting to use federated identities to use services. REFEDS does not currently offer formal helpdesk services but is supporting service providers to try and streamline approaches to on-boarding IdPs as effectively as possible.

<table>
<thead>
<tr>
<th>Date of Report / Service Provider</th>
<th>Federation / IdP</th>
<th>Result</th>
<th>Follow-up</th>
<th>Contacts</th>
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<tr>
<td>During the months of April and May 2016 researchers from 26 IdPs published in the eduGAIN metadata accessed the collaboration management SP operated in support of the International Centers for Excellence in Research (ICER) program by the National Institute of Allergy and Infectious Diseases (NIAID) at the US National Institutes of Health (NIH). The SP is registered in eduGAIN as an R&amp;S SP with the entityID <a href="https://registry-dev.icer.niaid.nih.gov/shibboleth">https://registry-dev.icer.niaid.nih.gov/shibboleth</a>.</td>
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Issues of mudi: info not being in R&S SPs raised by InCommon.

[https://clarino.uib.no/FEIDE](https://clarino.uib.no/FEIDE)
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