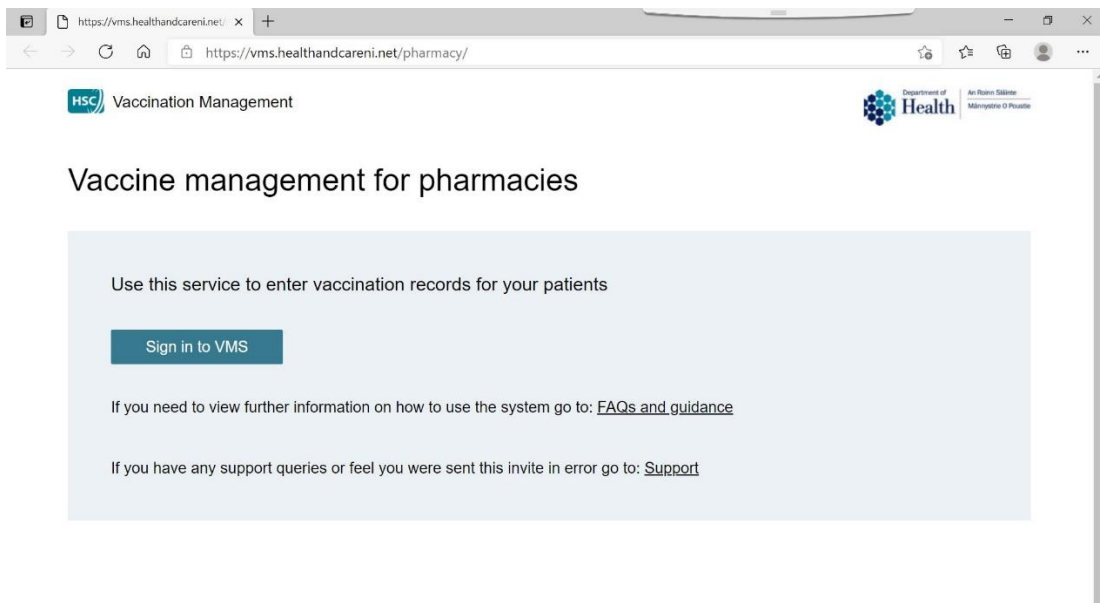



Logging in to VMS for the first time - Guide to dealing with Common Setup or Sign in Errors

1. Open up the computer that you want to use the VMS on and open up your internet browser.
2. Enter the following url <https://vms.healthandcareni.net/> You will be directed to the webpage shown below.



3. Click **“Sign in to VMS”**
4. If you have a previously configured Microsoft Account an error will appear on screen.

 Microsoft

Sign in

Sorry, but we're having trouble signing you in.

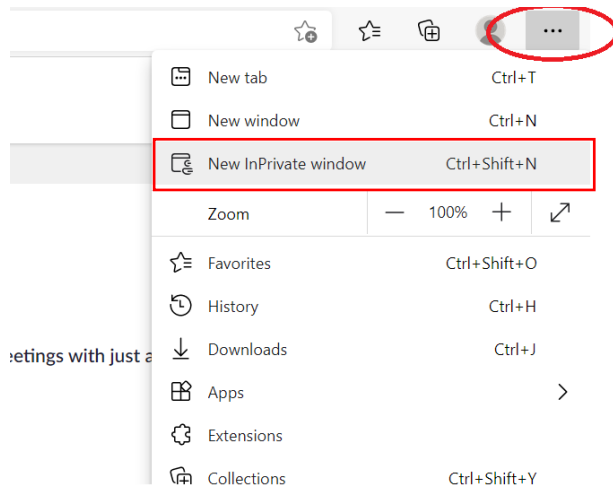
AADSTS90072: User account [redacted] from identity provider 'https://sts.windows.net/388227fb-de44-460e-8190-05402b898da8/' does not exist in tenant 'Belfast Health & Social Care Trust' and cannot access the application '3e62f81e-590b-425b-9531-cad6683656cf' (PowerApps - apps.powerapps.com) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account

Troubleshooting details ×

If you contact your administrator, send this info to them.
[Copy info to clipboard](#)

Request Id: c22e7425-fa17-4d7b-9eb0-c4f06a4f9500
Correlation Id: 5b136216-a321-44ea-a24d-c4415d04628e
Timestamp: 2021-03-29T07:22:22Z
Message: AADSTS90072: User account [redacted] from identity provider 'https://sts.windows.net/388227fb-de44-460e-8190-05402b898da8/' does not exist in tenant

5. To resolve this issue you must open a private browsing session.
Within Microsoft Edge this is called an InPrivate window and within Chrome it is called an Incognito window.
6. To open an InPrivate session in Edge open the browser and click on the three dots, the option to open an InPrivate session is displayed.



7. To open an Incognito session in Chrome open the browser and click on the three dots, the option to open an Incognito session is displayed.



8. Please note that user names and passwords are not remembered in InPrivate or Incognito sessions.