RefWorks Intermittent access problem: error ‘Unknown or Unusable Identity Provider’

If you see the following error on attempting to login to Refworks:

Unknown or Unusable Identity Provider
The identity provider supplying your login credentials is not authorized for use with this service or does not support the necessary capabilities.
To report this problem, please contact the site administrator at support@refworks.com.
Please include the following error message in any email:
Identity provider lookup failed at (https://www.refworks.com/Shibboleth.sso/DefaultSessionInitiator)
EntityID: https://idp.shibboleth.stir.ac.uk/shibboleth
opensaml::saml2md::MetadataException: Unable to locate metadata for identity provider (https://idp.shibboleth.stir.ac.uk/shibboleth)

RefWorks have said that this error message may indicate an issue with how your internet browser is being used in tracking the use of the account.

So if you are using multiple windows or tabs to different resources around the web, then it is possible that RefWorks is unable to maintain a connection.

In most cases clearing your internet browser cache of cookies, history, and other temporary internet files and restarting the browser is all that is needed to clear the error message.

There are also times when resetting the network connection could help as well. To reset the connection to the internet all that needs to be done is a restart of the internet browser, or, a restart the computer itself.

If the solutions above don’t help – please contact us: library@stir.ac.uk and we will report this issue to RefWorks to resolve.