

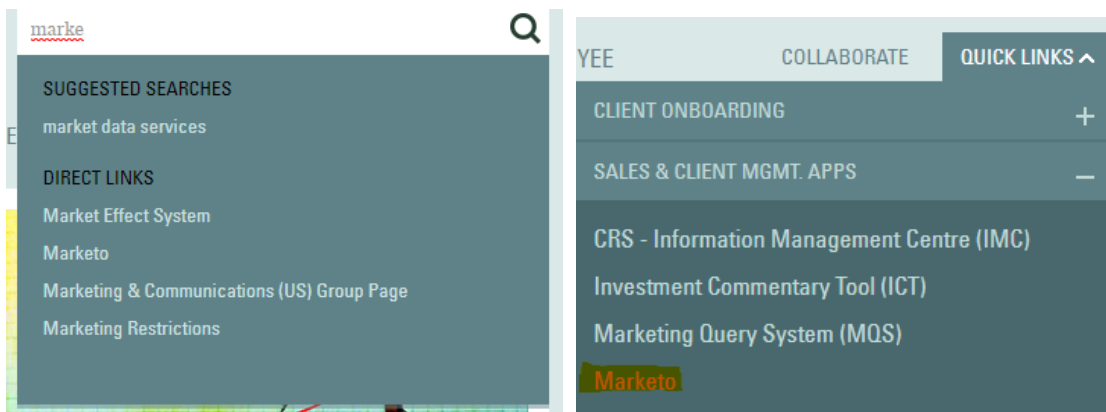
Marketo Single Sign On FAQs

Q. Why don't I see the user name and password boxes?

A. As per the new login experience, you won't see any login page for logging into Marketo. Using the new URL will take you directly to the Marketo home page.

<https://myapps.microsoft.com/signin/a3a948d1-b93f-47a0-aa4f-392f2f64db3a?tenantId=3f0bdd77-1711-49bc-9b8c-6f2ba3e1c085>

Alternatively, you can also login to Marketo from the intranet by using the Search bar or Quick Links.



Q. I am using the correct URL, but I am getting an error.

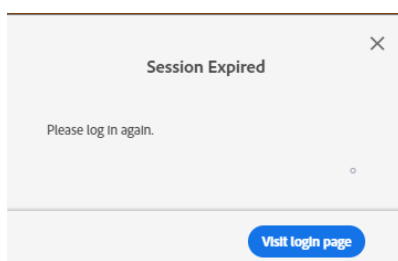
A. Ensure that you are accessing Marketo through the State Street network and/or close any of the open Marketo sessions in the browser. If you are still facing any issues while logging in, please reach out to marketingautomation@ssga.com.

Q. Why does Marketo timeout after 30 minutes now?

A. As part of the Single sign-on implementation, we had to adjust the timeout to 30 minutes to be in line with Corporate Information Security (CIS) requirements.

Q. Will I get a warning before the system times out?

A: Yes, you will get a browser pop-up after your session expires. Clicking on "**Visit login page**" will redirect you to the myapps.microsoft.com page, where you can click on the Marketo tile to log in to Marketo.



Another option is to click on the bookmarked link for logging into Marketo, which will direct you to the Marketo Home page.

Q. I am facing issues with logging back into Marketo after my session expires. Is there any alternative method to login to Marketo?

A. Bookmark the new Marketo login link in your browser and click on it directly to login back into Marketo. If the issue persists, please reach out to marketingautomation@ssga.com.

Q. I have external agencies working in Marketo. Will they also use the new login method?

A. External agencies can continue to use login.marketo.com for logging into Marketo.

Q. How long will I be able to login through login.marketo.com?

A. We recommend that you start using the new URL for logging into Marketo. However, the old login method is available until January 31, 2023.

Q. Apart from login experience, are there any changes to my existing Roles in Marketo?

A. No. There is no change to existing Marketo Roles.