

# Troubleshoot Redirects to OpenDNS during Umbrella Logins

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## Introduction

This document describes how to troubleshoot redirects to OpenDNS when trying to log into the Umbrella dashboard.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

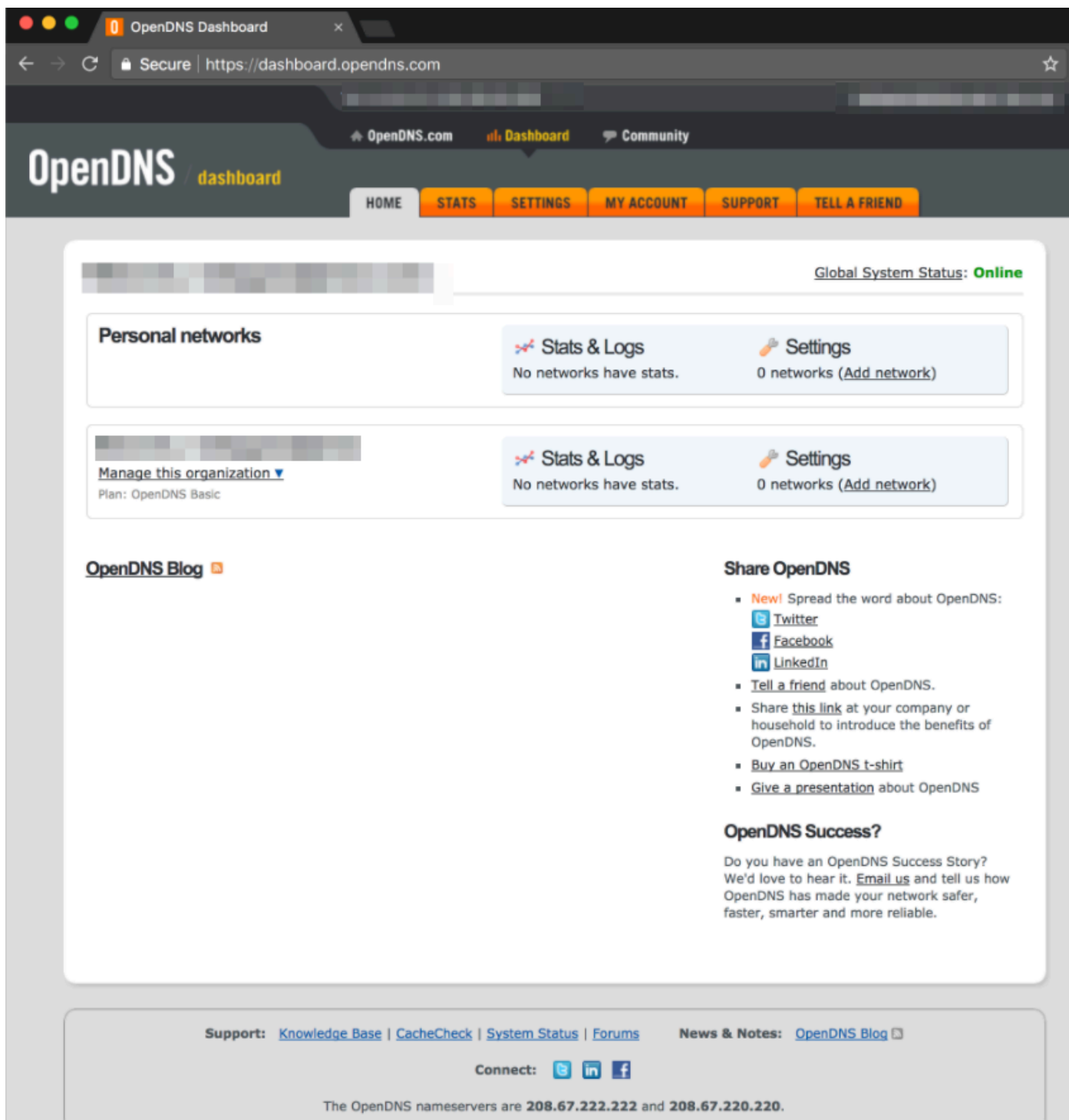
The information in this document is based on Umbrella DNS.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

There are some situations where an Umbrella dashboard administrator is redirected to an OpenDNS dashboard (dashboard.opendns.com) when they try to log into Umbrella ([dashboard.umbrella.com](https://dashboard.umbrella.com)).

For example, an admin sees a dashboard that resembles this screenshot after they have tried to accept invitation to an Umbrella dashboard, while other admins in the same dashboard are able to log into Umbrella without any issue:



24846235776788

## Solution

If you experience this issue, please contact Umbrella support team at [umbrella-support@cisco.com](mailto:umbrella-support@cisco.com) from the email address that you normally use to log into Umbrella. Umbrella support team can review and advise the next step to resolve the issue.

If you are able to log into Umbrella but the issue is affecting another admin that you have tried to invite to your dashboard, please navigate to the **dashboard > Admin > Accounts** page, take a screenshot that shows the page's URL and the affected admin's email address, and include the screenshot when you contact Umbrella support team.