



LGE DAM User Manual

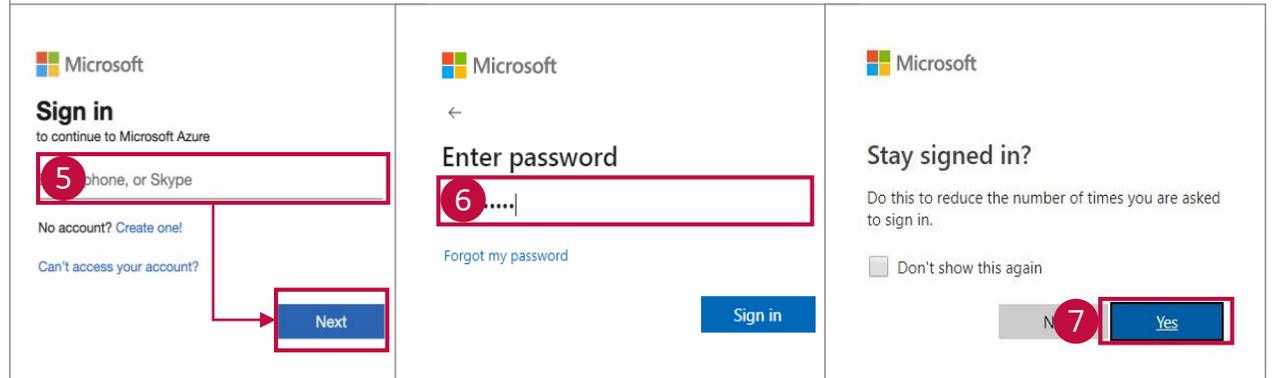
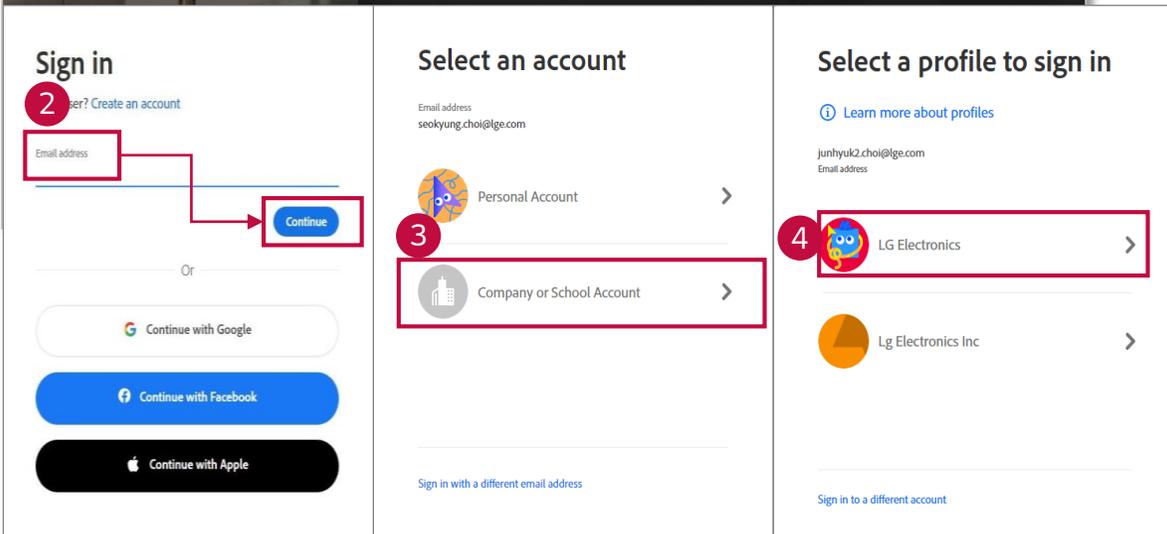
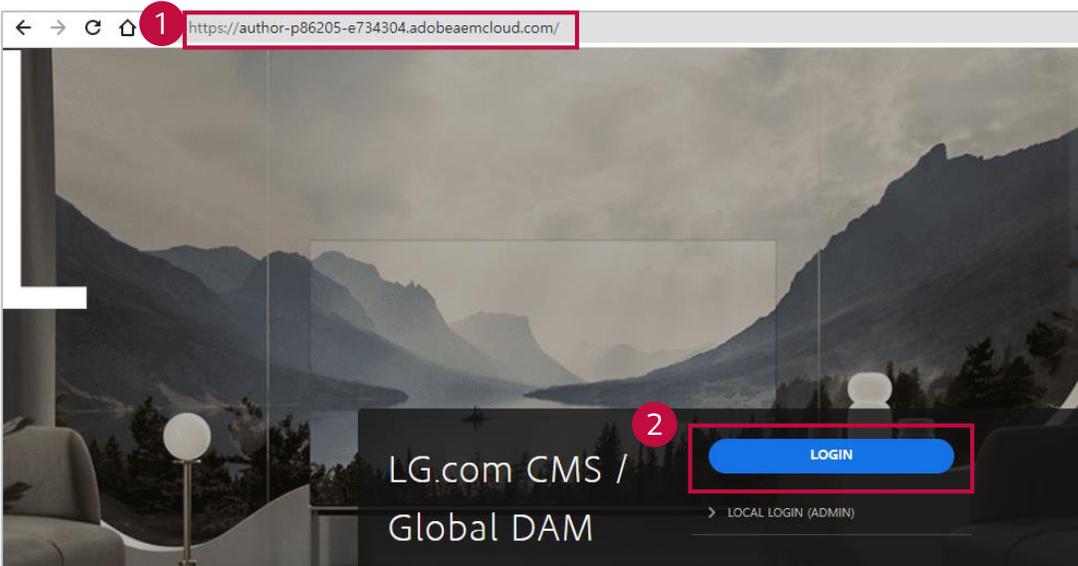
- DAM Login Guide(Initial login)
- Login Error

Login Guide

Login

• Screen : Login > Login via Azure AD

- User have to request DAM account first via EP approval
- [EP Main] > [Work] > [Request] > [New document] > [Select form] > [Marketing] > [DAM account]



1 Access to DAM URL(author-p86205-e734304.adobeamcloud.com)

2 Click Login button & Input Azure AD account

* Azure AD account(=EP account, ****@lge.com)

- @lgepartner.com users also have to login via @lge.com domain with same ID

3 Select Company or School account

* Step 3,4 could be skipped in some cases

4 Select LG Electronics

5 Input Azure AD account

6 Input AD Password

7 DAM Login w/Stay signed in > 'Yes'

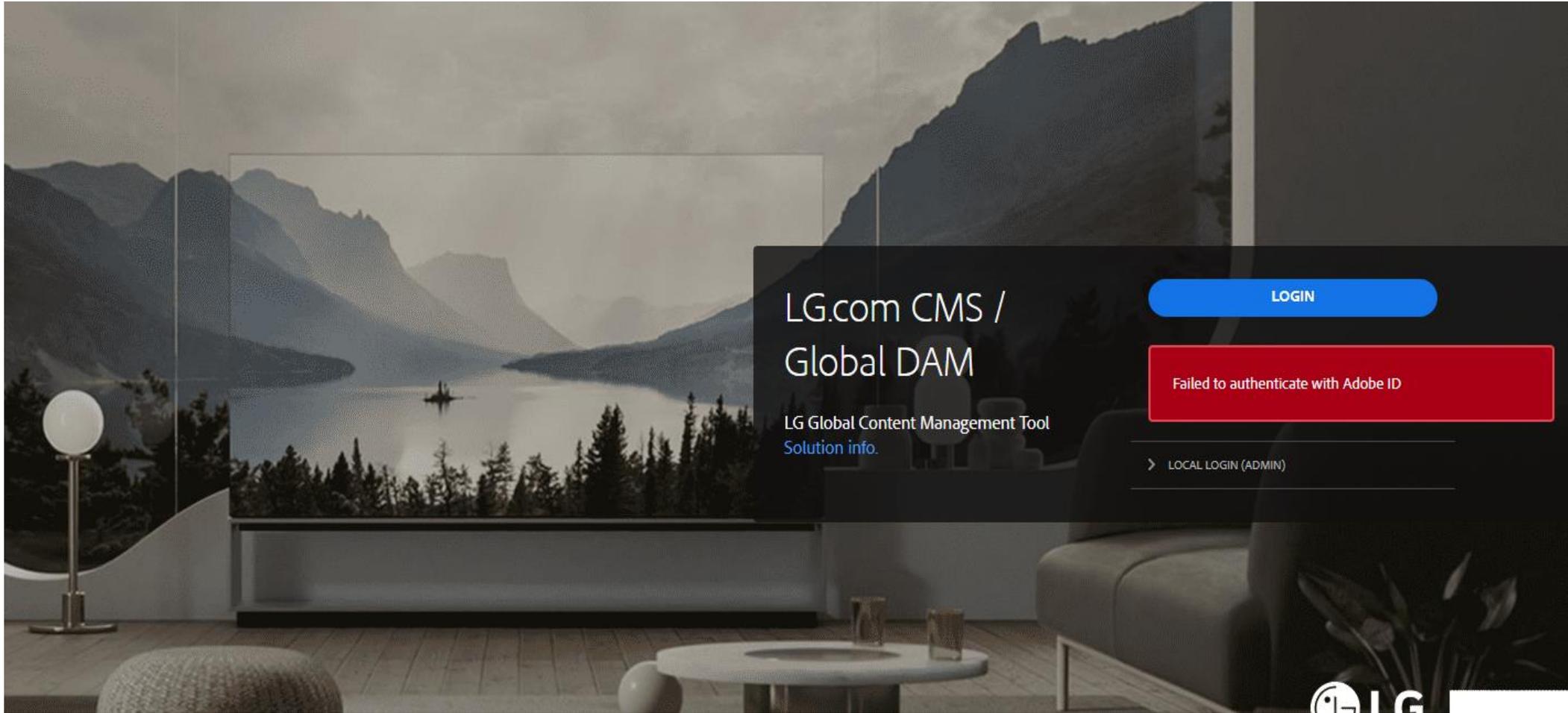
* If you set 'stay signed in', Azure AD login is required only for initial login

※ When error occurs while login, please delete browser cookie and try again

Login Error Guide

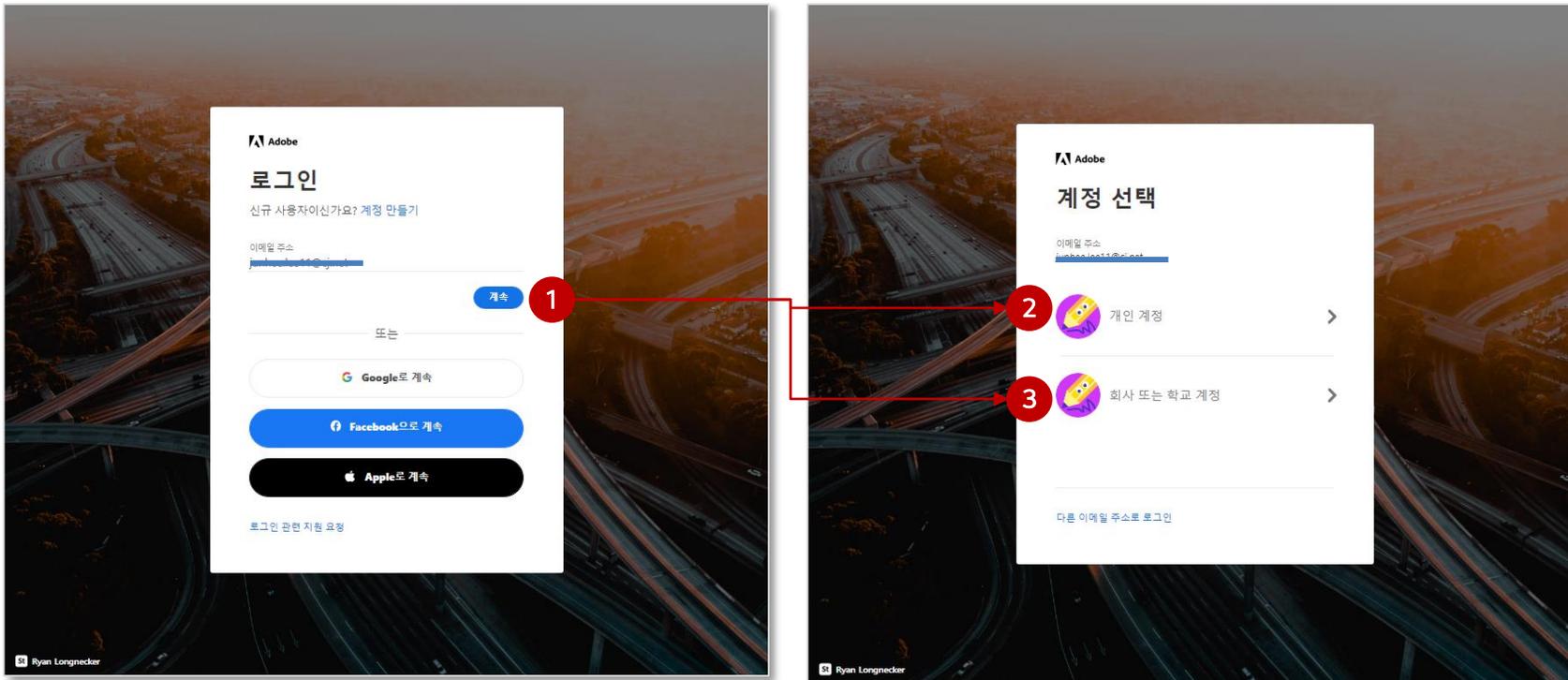
Authentication fails on automatic login

- When 'Failed to authenticate with Adobe ID' message appears while login, Please delete every cookie in the browser w/following guide



How to delete cookie when authentication fails on automatic login

- Expected Cause : Enter ID and select personal account as a profile (Selected #1 → #2 from the image below)
→ Login with PW, after selecting automatic login
(Authentication failure occurred by trying automatic login with wrong information)
- Solution
 - Step 1 : Delete browser cache (Refer next page for instructions on how to delete cache for each browser)
 - Step 2 : Close all the opened browser
 - Step 3 : Retry to login on the new page (Select #1 → #3 from the image below)



Delete Browser Cookie – Chrome / Whale

1 Click setting from the browser menu

2 Search 'Cookie' from the search page

3 Select Clear browsing data

4 Clear browsing data

Advanced tab > Select all the option

5 Clear data

The image illustrates the process of deleting browser cookies in Chrome. It shows the browser menu with 'Settings' highlighted, the Settings page with 'Cookie' searched for, the 'Clear browsing data' option selected, and the 'Advanced' tab of the 'Clear browsing data' dialog with all options checked. The 'Clear data' button is highlighted.

Delete Browser Cookie - Firefox

1 Settings

Click setting from browser menu

2 Cookie

Search 'Cookie' from the search tab

3 Clear Data...

Select Clear Data

4 Cookies and Site Data (0 바이트)
You may get signed out of websites if cleared

Cache Web Content (27.6 MB)
Will require websites to reload images and data

Select all the options

5 Clear

Cancel

The image shows a sequence of five steps to delete cookies in Firefox. Step 1: The browser menu is open, and the 'Settings' option is highlighted. Step 2: The search bar in the settings page is used to search for 'Cookie'. Step 3: The 'Clear Data...' button is selected under the 'Cookies and Site Data' section. Step 4: In the 'Clear Data' dialog box, both 'Cookies and Site Data' and 'Cache Web Content' are checked. Step 5: The 'Clear' button is clicked to execute the action.

Delete Browser Cookie – Edge

1 Click setting from Browser menu

2 Search 'Cookie' from the search page

3 Manage and delete cookies and site data

4 Remove third-party cookies

Settings

- Profiles
- Privacy, search, and services
- Appearance
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- Default browser
- Downloads
- Family safety
- Edge bar
- Languages
- Printers
- System and performance
- Reset settings
- Phone and other devices
- Accessibility
- About Microsoft Edge

Search results / Cookies and site data - 11 results

- Allow sites to save and read cookie data (recommended)
- Block third-party cookies
- Preload pages for faster browsing and searching
- See all cookies and site data
- Block
- Allow
- Clear on exit

Settings

Search: Cookie

- Profiles
- Privacy, search, and services
- Appearance
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- Default browser
- Downloads
- Family safety
- Edge bar

Search results / All cookies and site data - 1 result

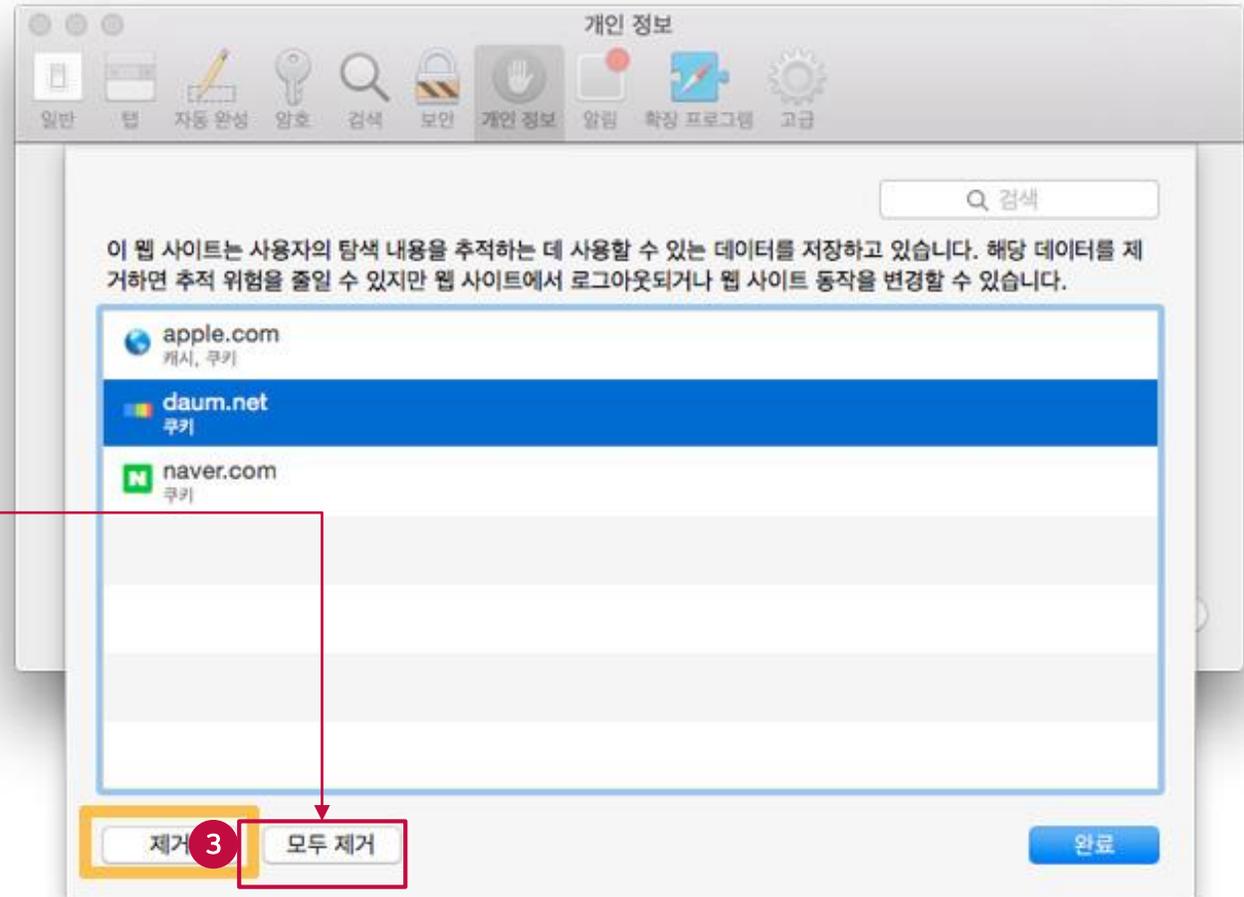
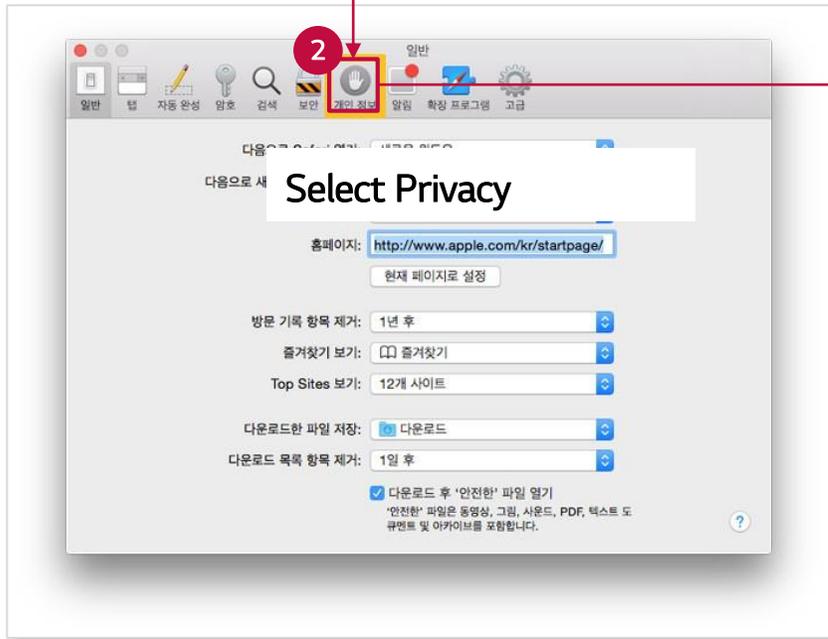
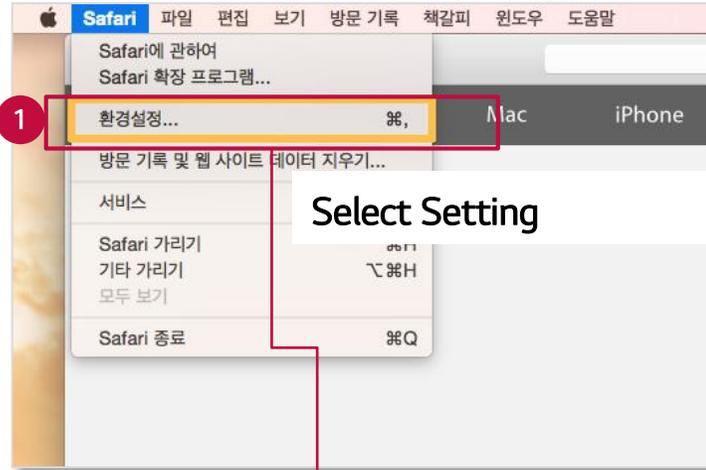
Remove all Remove third-party cookies

Search cookies

Cookies and data stored for sites you have browsed

Site	Bytes	Number of Cookies
acecounter.com	0 bytes	6 cookies
addthis.com	0 bytes	2 cookies
adnxs.com	0 bytes	4 cookies
aqileargrowth.co.kr		

Delete Browser Cookie – Safari



Select Remove all

E.O.D