

Logging In & Error Troubleshooting

For questions and additional troubleshooting, contact ssw-practicum@uiowa.edu.

1 Log in to [Sonia Online](#)

Important:

- Use a **computer** or **laptop** (Sonia does not usually display well on mobile devices)
- Use **Chrome, Edge, or Firefox**
 - *Do not use Safari*, as it may not work properly with Sonia.

Go to the Site

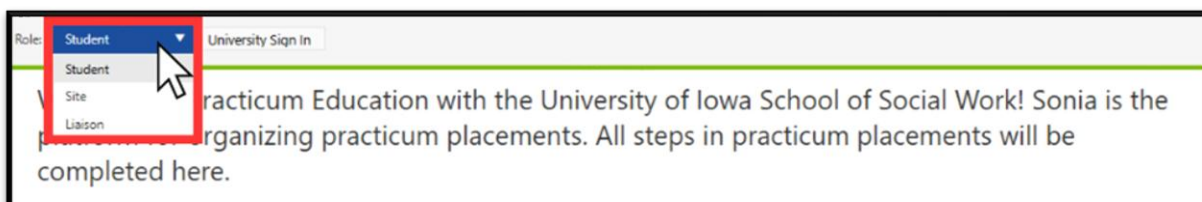
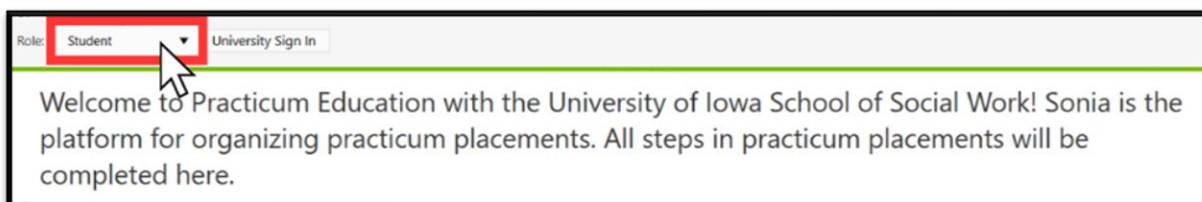
Open your browser and go to: <https://socialwork-uiowa.sonialive.com>

Select Your Role

1. **Student** is the role automatically selected when you navigate to Sonia.
2. To select a different role, click the dropdown menu to review the options. You can log in to Sonia as a **Student**, **Site**, or **Liaison** user.

Sonia Role Notes:

- Practicum Instructors and Site Supervisors will log in under **Site**.
- If you serve as both a Practicum Instructor and a Liaison, complete your tasks in one role, then log out and sign back in under your other role.



Logging in as a Student or Liaison

- Sign in with University Credentials
- Click **"University Sign In"**
- Enter your University of Iowa email and password
- Complete **DUO authentication** when prompted

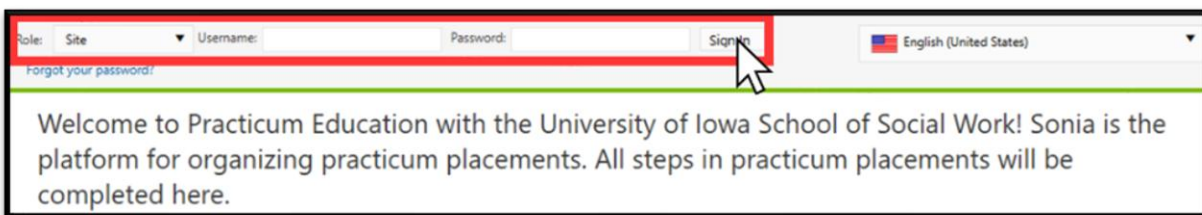
If your first login is unsuccessful:

1. Complete DUO authentication.
2. Refresh the page.
3. Select **University Sign In** again.

Sonia occasionally requires a second sign-in attempt during the initial login process.

Logging in as a Site Contact (Practicum Instructors and Site Supervisors)

- Enter your username and password.

A screenshot of the Sonia login interface. At the top, there is a header bar with a 'Role:' dropdown set to 'Site', 'Username:' and 'Password:' input fields, a 'Sign In' button, and a language dropdown set to 'English (United States)'. Below the header, a green horizontal line separates it from the main content area. The main content area contains the text: 'Welcome to Practicum Education with the University of Iowa School of Social Work! Sonia is the platform for organizing practicum placements. All steps in practicum placements will be completed here.'

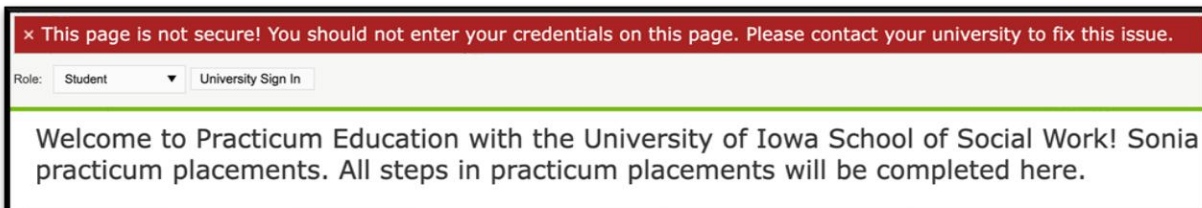
Site Contact Note: You should have received an email from Sonia with instructions for setting up your account password. If you do not know your username or password, contact ssw-practicum@uiowa.edu for assistance.

2 Troubleshooting Common Issues

You may occasionally see error messages when logging in. These are common and usually easy to fix.

"This page is not secure!" Message

Message: "This page is not secure! You should not enter your credentials on this page..."

A screenshot of the Sonia login interface with a red security warning banner at the top. The banner text reads: 'x This page is not secure! You should not enter your credentials on this page. Please contact your university to fix this issue.' Below the banner, the header bar shows 'Role:' set to 'Student' and a 'University Sign In' button. The main content area contains the text: 'Welcome to Practicum Education with the University of Iowa School of Social Work! Sonia practicum placements. All steps in practicum placements will be completed here.'

What to know: This is a known Sonia issue. The University of Iowa IT team has confirmed that the Sonia site is secure.

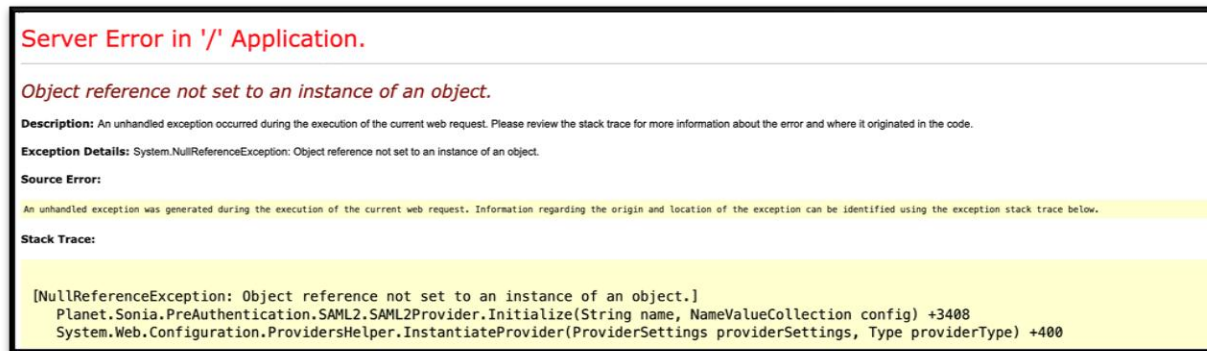
Try the following steps:

1. Close any additional Sonia tabs.
2. Clear your browser's cache and cookies.
3. Close your browser completely.
4. Open a new browser window.
5. Return to Sonia and sign in again.

Updated July 2026

"Server Error in '/' Application" Message

Message: "Object reference not set to an instance of an object."



Try the following steps:

1. Clear your browser cache and cookies.
2. Close your browser completely.
3. Open a new browser window.
4. Sign in again.

Before Contacting Support

Please try the following first:

- Use Chrome, Edge, or Firefox.
- Clear your browser cache and cookies.
- Close all Sonia tabs.
- Open a new browser window and sign in again.

If the issue continues, contact ssw-practicum@uiowa.edu and include:

- Your role (Student, Site, or Liaison)
- A screenshot of the error message
- A brief description of what you were trying to do

This typically reduces back-and-forth emails and helps support resolve issues faster.

Still Having Trouble?

Contact ssw-practicum@uiowa.edu and include a screenshot of the error message if possible.