

# Partner Advantage

## ERR\_INVALID\_DOMAIN

### Issue

The user account you are logging in with does not match your company's listed domain(s). Please ensure the email on your account matches one of your company's listed domains.

### Troubleshooting

#### User

- Ensure you are using the correct account when attempting to login.
- Ensure the email domain you are logging in with matches one of the domains associated with the Partner Account
- Confirm with your partner admin the domain has been registered with the Account and your User account has been set up with the appropriate email and domain
- Don't know your partner admin? Please see [this form](#).

#### Partner Admin

- Ensure that the correct company domain(s) have been listed in the Account Domain field under "My Account". Format of value should be <domain\_name.xxx>. If multiple domains are listed, they should be comma delimited with no extra spaces
- If a new domain needs to be added, please open a ticket using the link below.

### Still Having Issues?

If you continue having issues, please [open a ticket here](#)