

# Partner Advantage

## ERR\_INVALID\_USER

### Issue

You cannot be logged in with the user account information provided.

### Troubleshooting

#### User

- Ensure you are using the correct account when attempting to login.
- Ensure the email address being utilized is associated with a Google account. If you're not sure, you can check the account by [clicking here](#).
- For information on setting up a Google account or associating your corporate email address to a Google account, please see this [Quick Reference Guide](#).

### Still Having Issues?

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