

Partner Advantage

ERR_MSG_EMAIL_DOESNT_MATCH

Issue

Information in your user account does not match the Registered Account. Typically the email address you are trying to login with does not match the email address that was setup in your Partner Contact record

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](#).
- Confirm with your Partner Admin that the email address you are using has been registered in the Partner Advantage Portal within the Partner Account
- Don't know your partner admin? Please see [this form](#).

Partner Admin

- Ensure there is a Partner Contact with the user's email address associated to the Partner Account

Still Having Issues?

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