

Partner Advantage

ERR_NONACTIVE_PARTNER_USER

Issue

This issue occurs when the Partner User account has not been enabled for Partner Advantage Portal access

Troubleshooting

User

- Ensure you are using the correct account when attempting to login.
- Confirm with your partner admin your email has been registered as a Partner Contact in the Account and they have checked the “Is Community Access Enabled” box.
- Don’t know your partner admin? Please see [this form](#).

Partner Admin

- Verify there is a Partner Contact with the user’s email associated to the Account
- Ensure the Partner Contact has “Is Community Access Enabled” checked

Still Having Issues?

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