

Partner Advantage

ERR_USER_NOT_FOUND

Issue

The user account you are attempting to log in with could not be found.

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.
- Don't know your partner admin? Please see [this form](#).

Partner Admin

- Verify that the user exists as a Contact on the account you manage.

Still Having Issues?

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