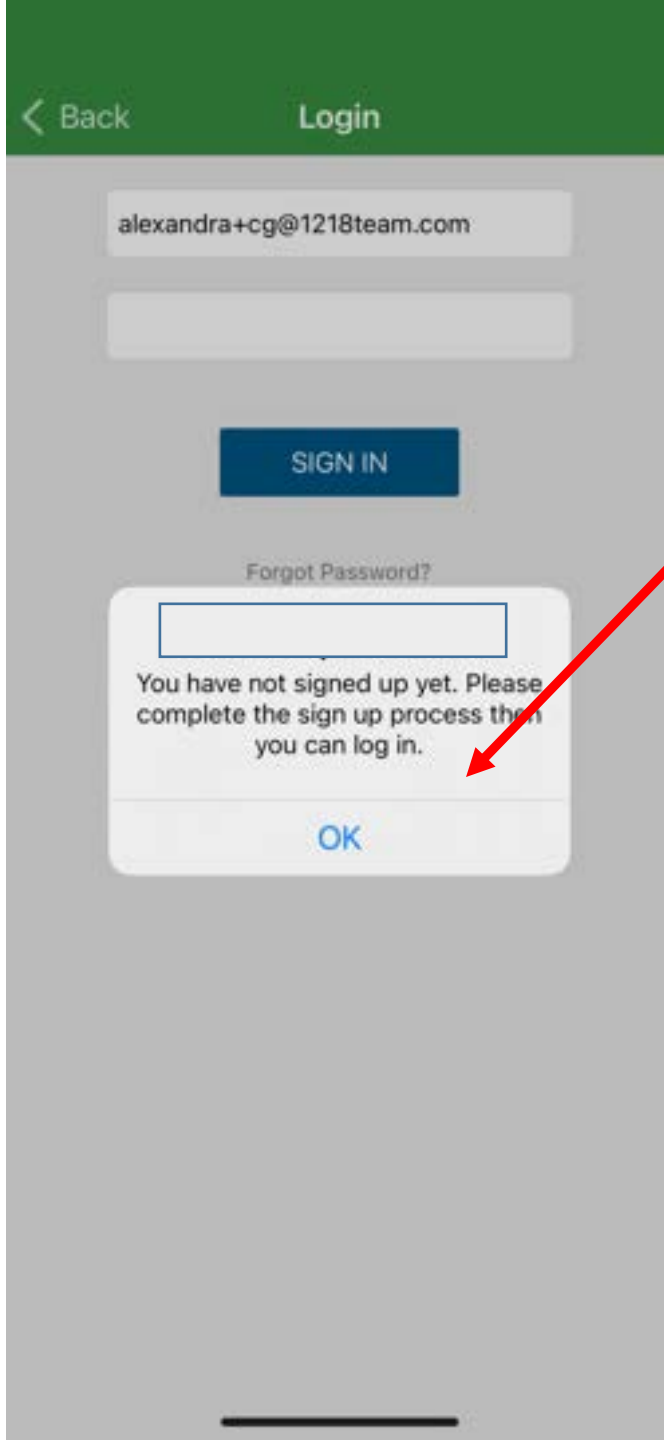
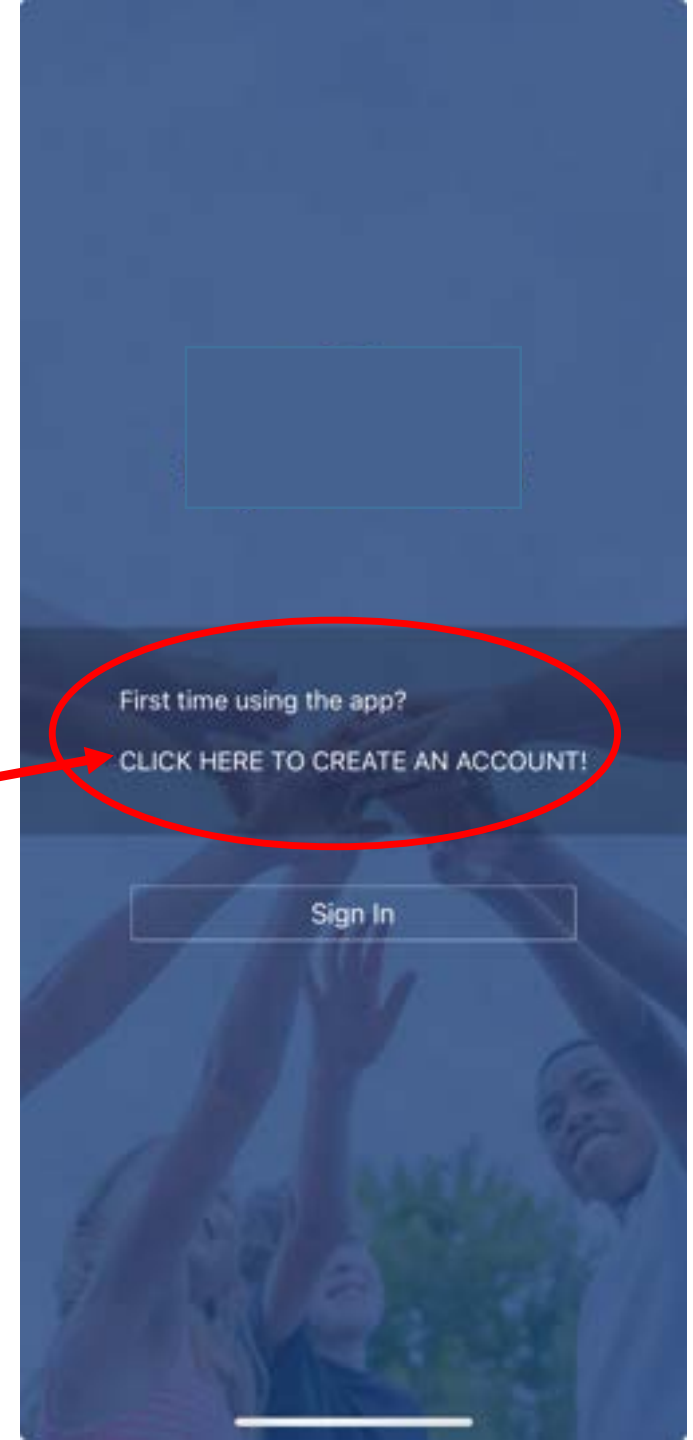


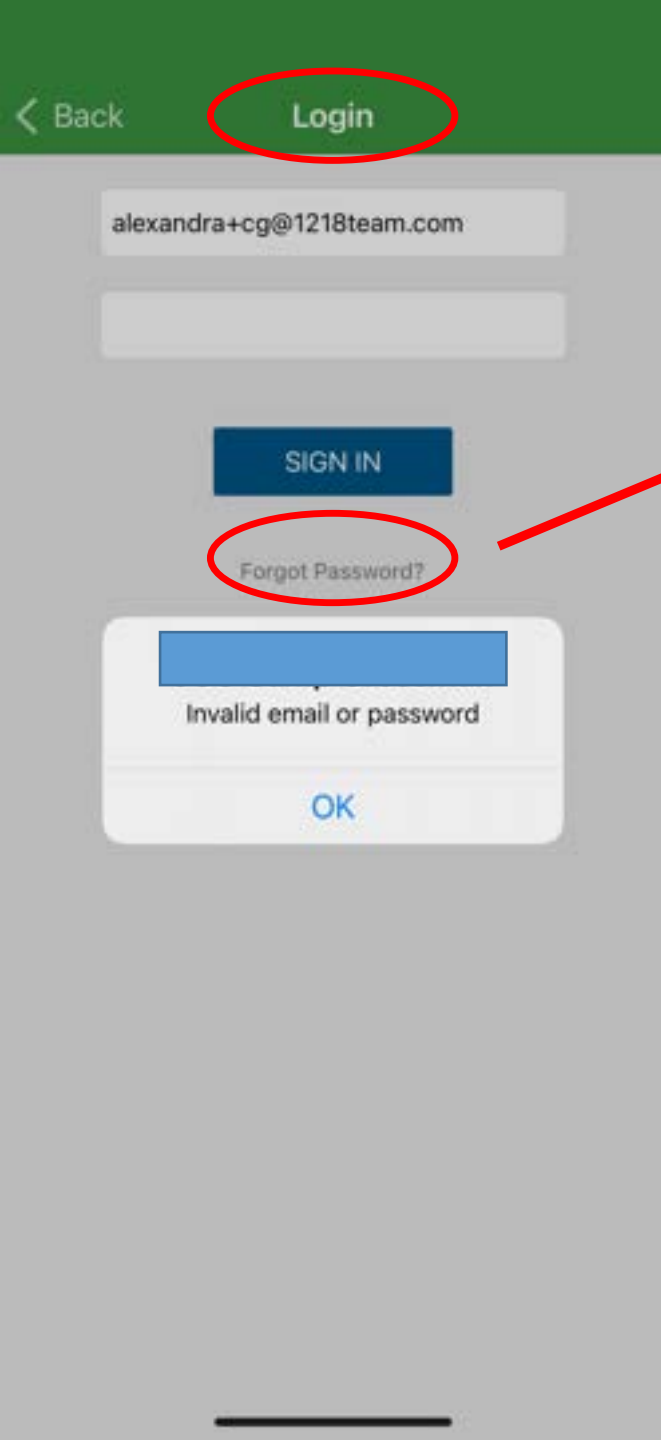


Common App Login Error:

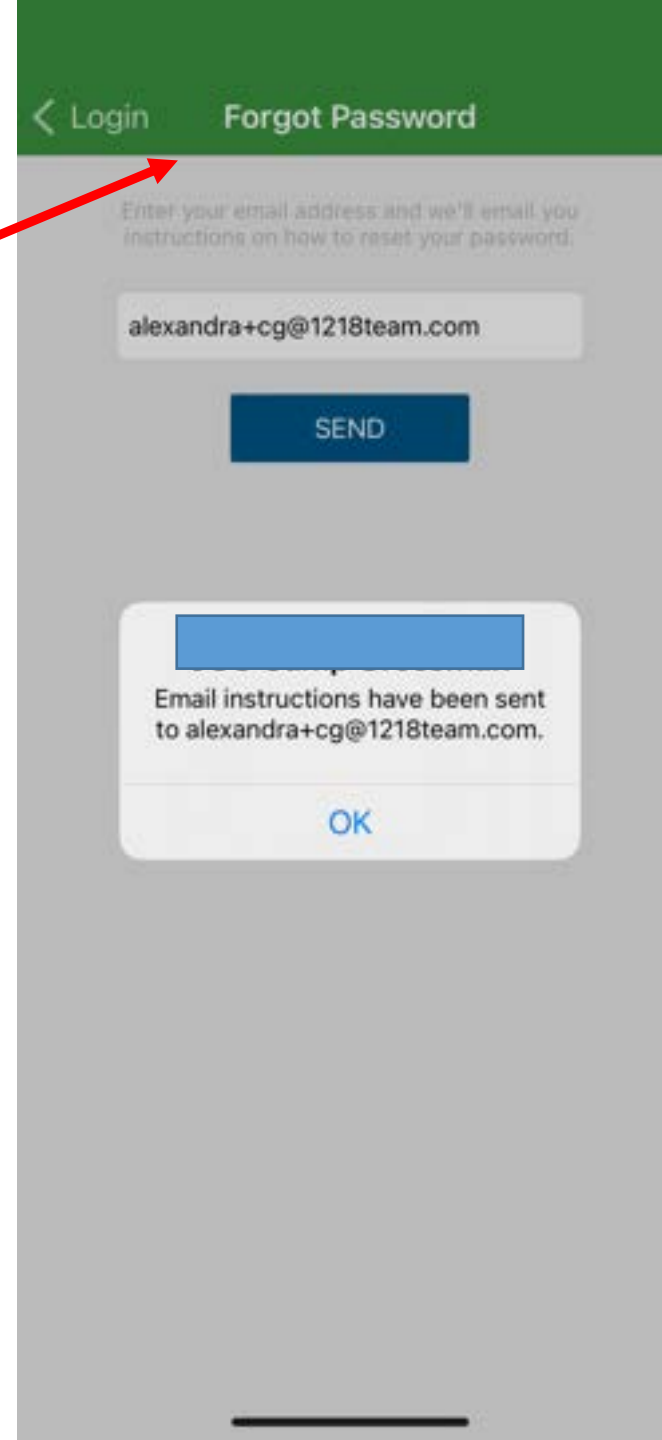
The user did not go through the Sign-Up / Create Account Process.

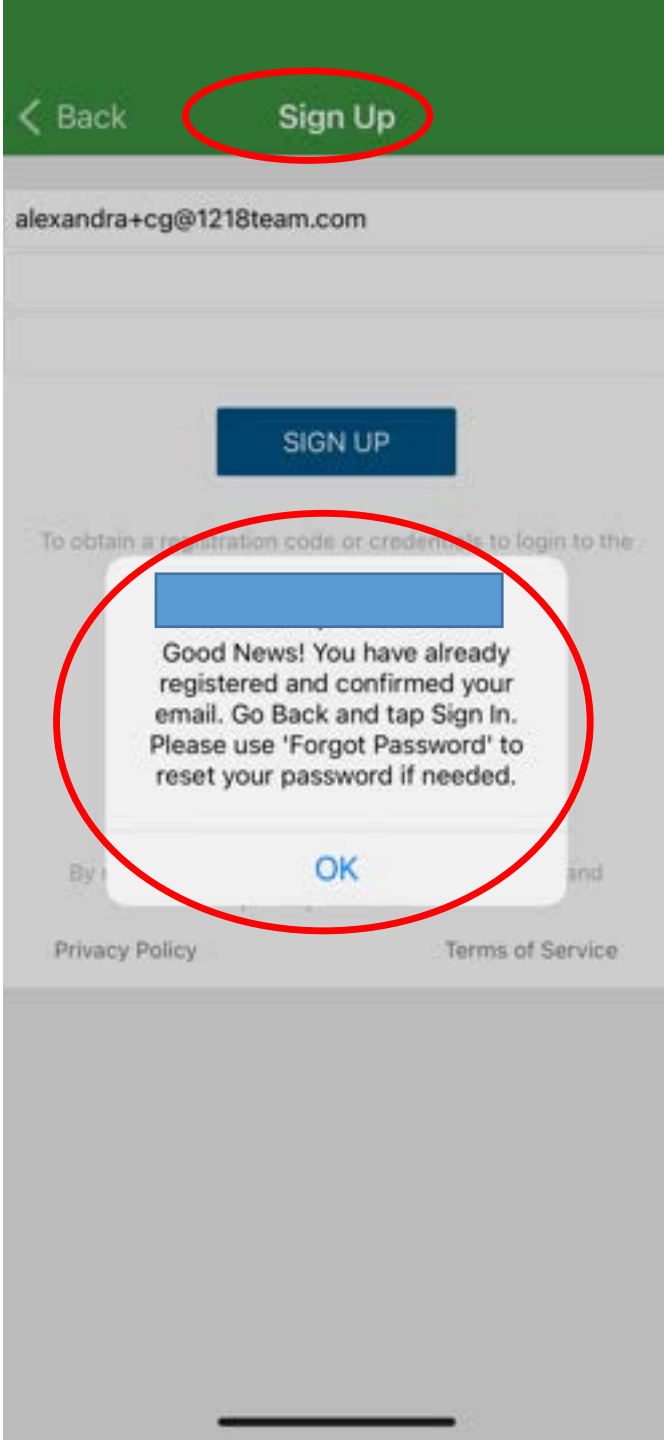
They must tap "Create an Account" to create their app account with a password before they go Sign-In.





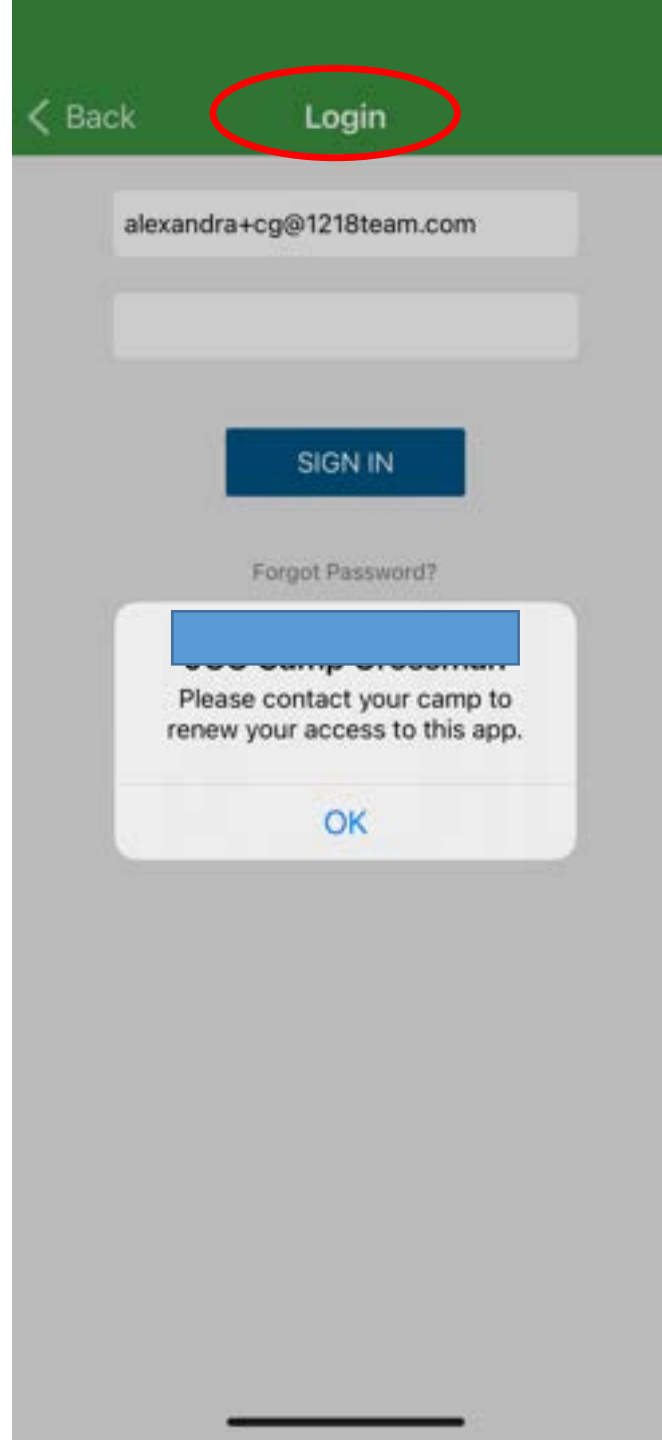
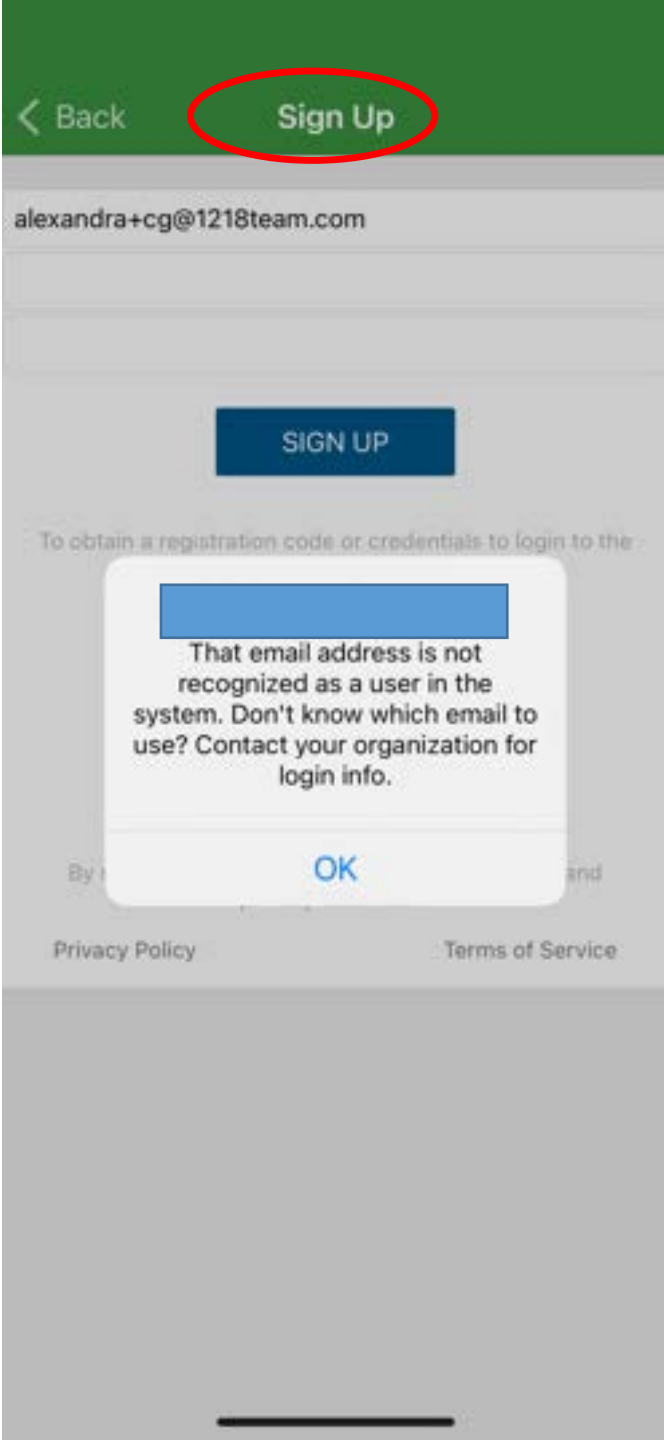
User can tap “Forgot Password” to go to this next screen and request an email with a link to reset their password





User had previously registered in the app with this email address – they can login with their password.

If they forgot their password they can reset it



In both cases, the user's email address is not on your list of approved app users (the list of Users you have on the Admin Portal).

Possible cause:

Maybe they are using a different email address than the one you have on your list.

Maybe they have a typo, or an extra space, on their email address when they typed it in

How to fix this:

Verify the email address you have for the user on your admin portal.

Ask the user to use the same email address you have on your list.

Or

Edit the email address for the user on the admin portal. If you are not able to edit the email (this would be because the user with the email address you want to use already exists in our system) then simply delete the user and create a new user with the correct email address.