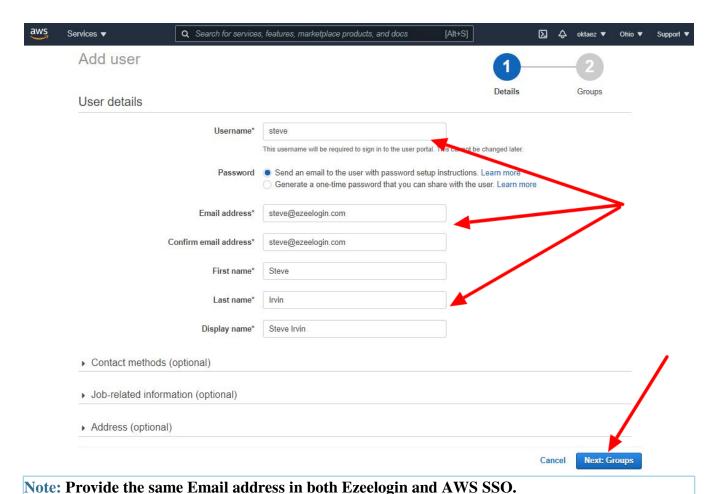
## Error: User with the email does not exist, but with the username exists

405 Nesvin KN July 31, 2024 Common Errors & Troubleshooting 3067

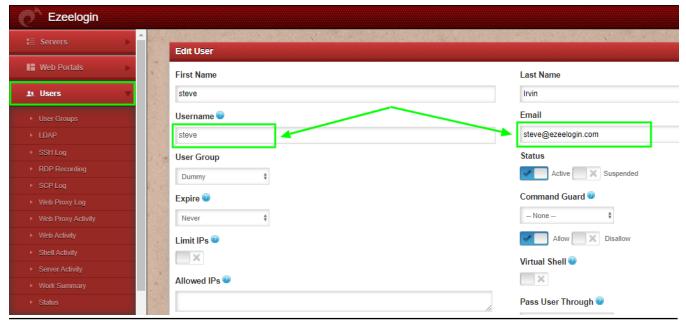
## How to fix error (SAML): User with the email does not exist, but with the username exists

**Overview**: This article describes how to fix the "User with the email does not exist" **SAML** error by ensuring the email address matches between Ezeelogin and AWS SSO.

1. Refer below example of creating a new user in AWS SSO. Add user details in <u>AWS</u> or verify the user details.



2. Refer to the below example of user edit in Ezeelogin.



## **Related Articles:**

SAML authentication in ezsh shell.

Disable SAML on Ezeelogin.

## Online URL:

https://www.ezeelogin.com/kb/article/error-user-with-the-email-does-not-exist-but-with-the-username-exists-405.html