

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 [AWS](#) or verify the user details.

The screenshot shows the AWS SSO 'Add user' page. The 'User details' section is active, indicated by a blue circle with the number '1'. The 'Groups' section is indicated by a grey circle with the number '2'. The form fields are as follows:

- Username*: steve
- Password: ☒ Send an email to the user with password setup instructions. [Learn more](#) ☐ Generate a one-time password that you can share with the user. [Learn more](#)
- Email address*: steve@ezeelogin.com
- Confirm email address*: steve@ezeelogin.com
- First name*: Steve
- Last name*: Irvin
- Display name*: Steve Irvin

Below the user details are three optional sections: Contact methods (optional), Job-related information (optional), and Address (optional). At the bottom right, there are two buttons: 'Cancel' and 'Next: Groups'. Red arrows point from a common point to the 'Username*', 'Email address*', and 'Next: Groups' button.

Note: Provide the same Email address in both Ezeelogin and AWS SSO.

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

Ezeelogin

Servers

Web Portals

Users

- User Groups
- LDAP
- SSH Log
- RDP Recording
- SCP Log
- Web Proxy Log
- Web Proxy Activity
- Web Activity
- Shell Activity
- Server Activity
- Work Summary
- Status

Edit User

First Name	steve	Last Name	Irvin
Username	steve	Email	steve@ezeelogin.com
User Group	Dummy	Status	<input checked="" type="checkbox"/> Active <input type="checkbox"/> Suspended
Expire	Never	Command Guard	-- None --
Limit IPs	<input type="checkbox"/>	Virtual Shell	<input type="checkbox"/>
Allowed IPs		Pass User Through	

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>