

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

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## 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 IAM console 'Add user' page. The 'User details' tab is selected. The form contains the following fields:

- Username\***: steve (Note: This username will be required to sign in to the user portal. This cannot be changed later.)
- 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 main form are three optional sections: Contact methods (optional), Job-related information (optional), and Address (optional). At the bottom right, there are 'Cancel' and 'Next: Groups' buttons. Red arrows highlight the Username, Email address, and the '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

Expire: Never

Limit IPs: ☐

Allowed IPs:

Status: ☒ Active ☐ Suspended

Command Guard: -- None --

Virtual Shell: ☐

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>