

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

405 Nesvin KN May 17, 2021 [Common Errors & Troubleshooting](#) 2022

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

Provide same Email address in both Ezeelogin and AWS SSO.

1. Refer below example of creating a new user in AWS SSO.

The screenshot shows the AWS IAM console 'Add user' page. The 'User details' section is active, showing the following fields:

- 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 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 point from the 'Next: Groups' button to the Username, Email address, and Last name fields, indicating that these fields must match the user's details in Ezeelogin.

2. Refer below example of user edit in Ezeelogin.

Online URL:

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