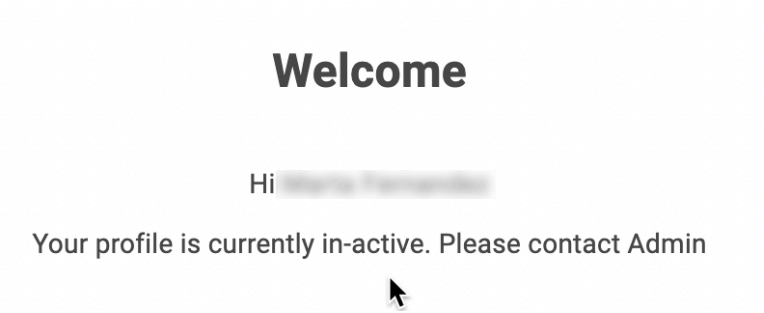
When I try to log in, I get a message that my account is inactive

When trying to log into the SMT platform, it is possible to see a message like this:



The message contains your username, which means your account is successfully created in the system, however, it is marked as “inactive”. This means that either during the process of account creation, or at a later date, a user with an administrator role has manually deactivated your account, either by mistake or for a specific reason.

If you have administrator rights, it is possible that you might have deactivated your own account by mistake.

To reactivate your account, contact the SMT administrator(s) in your location or country to check whether there is a reason why your access to the SMT has been revoked. If it was deactivated by mistake, the administrator can edit your account to mark it as “active” again.

Refer to sections 4.4.5. Deactivating user accounts of the SMT User Guide for additional information.