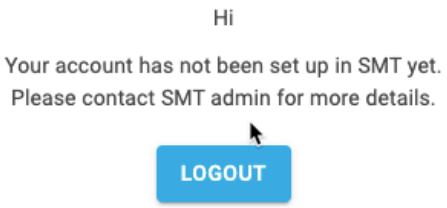
When I try to log in, I get a message that I don't have a user account

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



The most common reasons for this are:

a) **The SMT administrator(s) in your country or location have not yet created an account for you.** If an account has been created, you should have received an email notification with the details of your user profile. If you have not received this email, get in touch with the SMT administrators to request the creation of your user account.

b) **The SMT administrator(s) in your country or location have created an account for you, but there was a spelling error when entering your email address.** This is a very common mistake. If the administrator has informed you that your account is created but you have not yet received the email notification, verify with them that the email address used is correctly spelled.

c) **You are trying to log into the SMT with an email address different than the one used for your user account.** If you have multiple email addresses (e.g. government email, Gmail, etc.) it is possible that the administrator has created your SMT account using one of them, and you have tried to log in with another one. Review your mails to verify in which email you have received the account creation notification and try again to log in using the correct account. (Note that the email might have been received in your Spam/Junk inbox). If you have not received the email notification, get in touch with the SMT administrator(s) in your country or location to verify you have an account.

Refer to sections 4.4.1. Viewing the user list and 4.4.2. Creating new user accounts of the SMT User Guide for additional information.