TOUCHSTONE

PROGRAMMED

Vendor User Management Troubleshooting

Vendor User Management errors generally fall into the following categories:

- Login Errors
- Application Errors
- Silent Errors
- Other Errors

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Login Errors

Login errors occur **before** the user reaches the application's landing page.

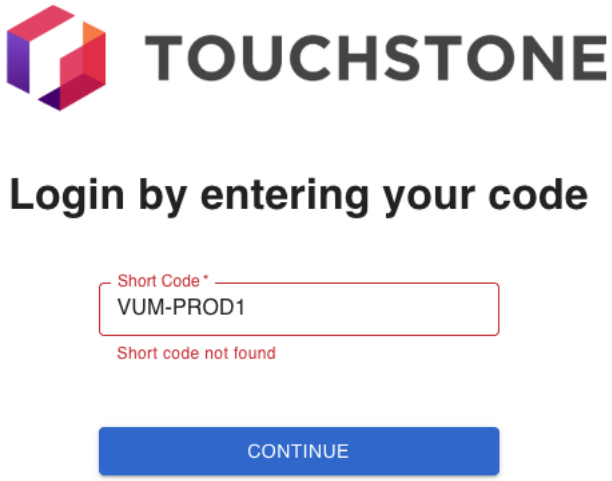
Common causes:

- No internet access to forward a request to the server.
- Firewall or IT policies are blocking the app’s endpoint.

Common Login Error Scenarios

Short code login screen

Error Message: *Short code not found*

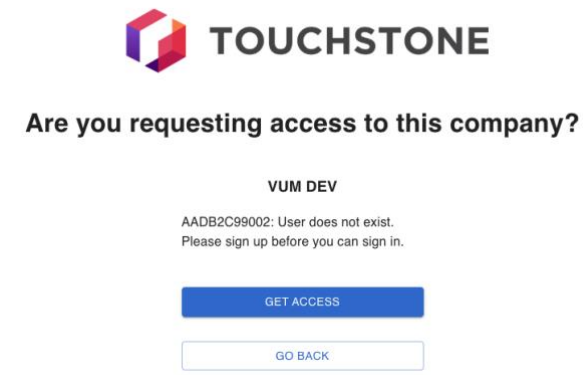


Possible Causes:

- Invalid or mistyped short code.

Sign-in with Microsoft screen

Error Message: *User does not exist. Please sign up before you can sign in*

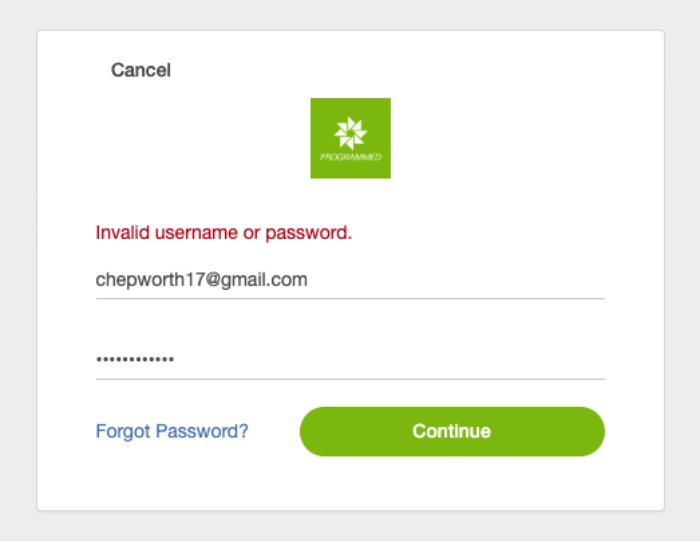


Possible Causes:

- Account not setup yet.

Sign-In with email screen

Error Message: *Invalid username or password*

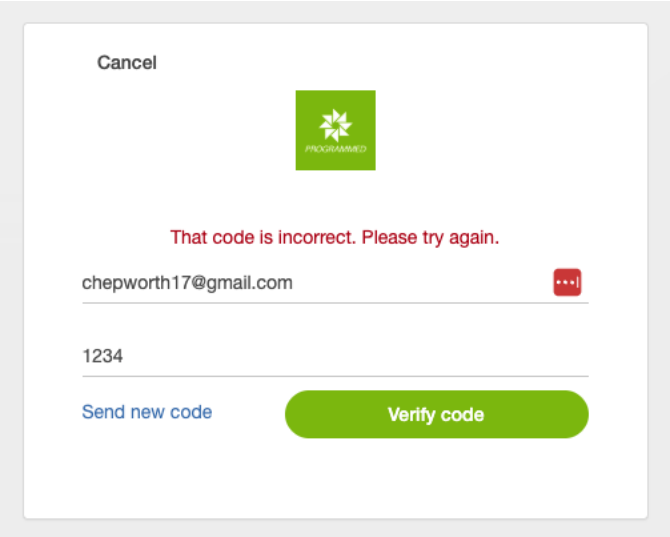


Possible Causes:

- Account details invalid.

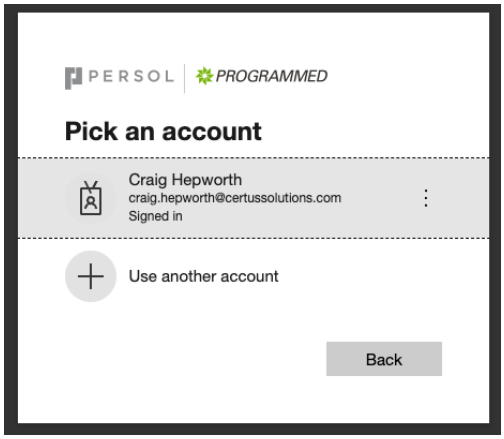
Sign-In with email verification code screen

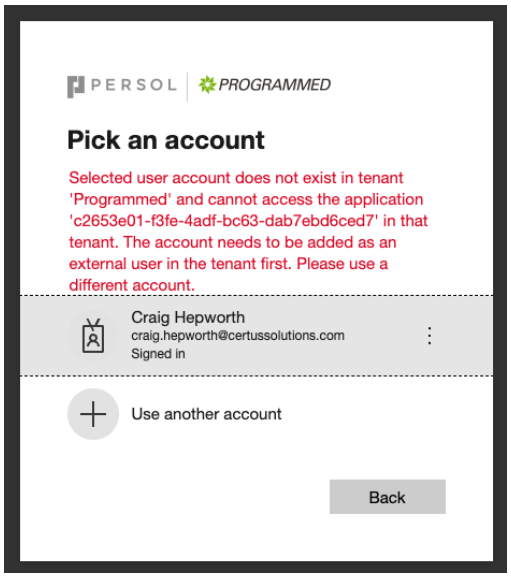
Error Message: *That code is incorrect. Please try again*



Sign-In with work account screen

Error Message: *Selected user account does not exist in tenant...*



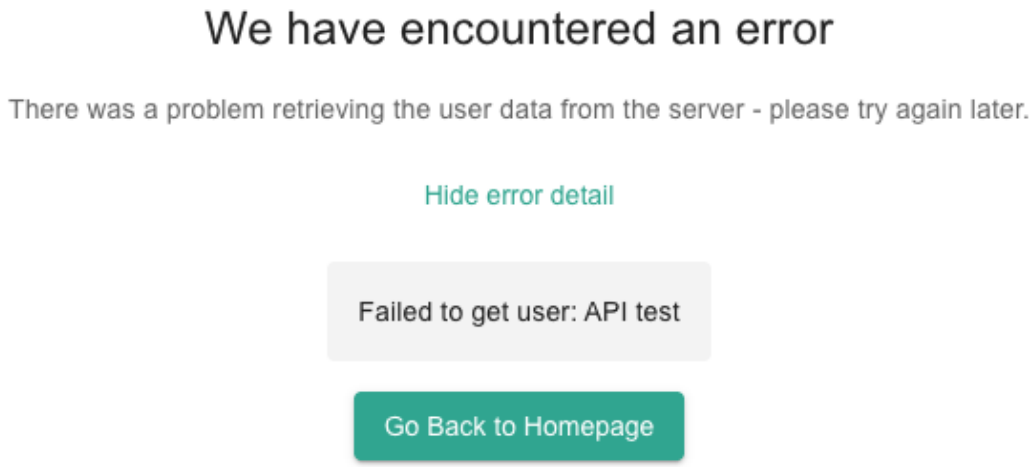


Possible Causes:

- Account not setup yet.

Rare Login Error Scenarios

After successful login the user details are unable to be fetched from server



Possible Causes:

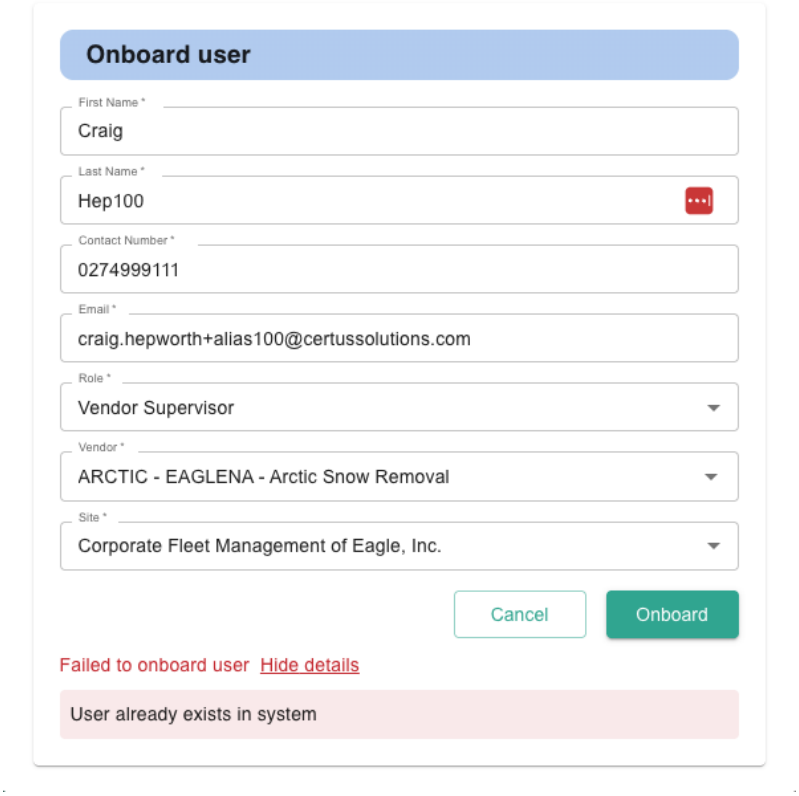
- Server is temporary unavailable after login

Application Errors

These occur after login when the app attempts to sync data with Maximo.

Onboard/Edit user screen

Error Message: *User already exists in system*

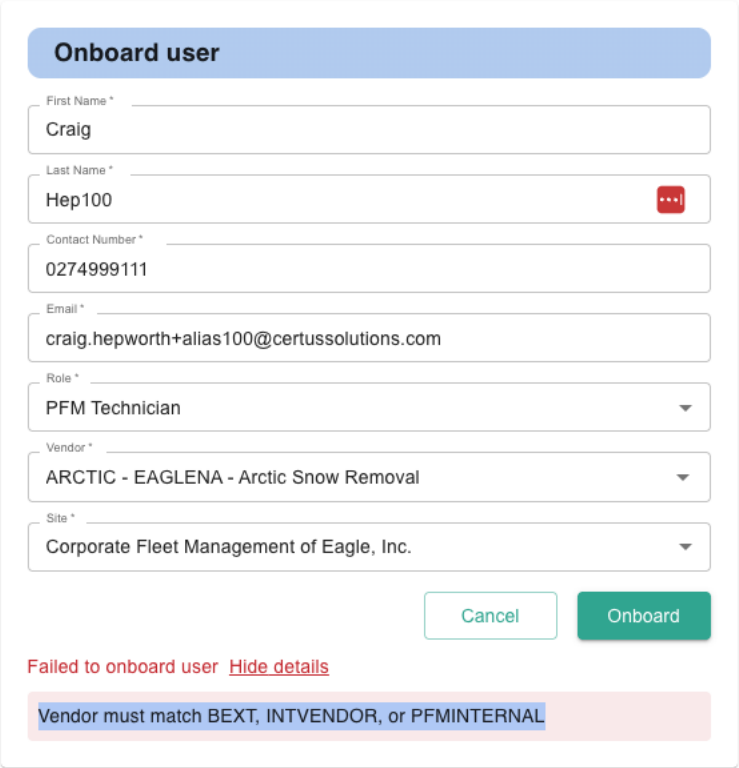


Possible Causes:

- Invalid or mistyped email address.

Onboard/Edit user screen

Error Message: *Vendor must match BEXT, INTVENDOR, or PFMINTERNAL*

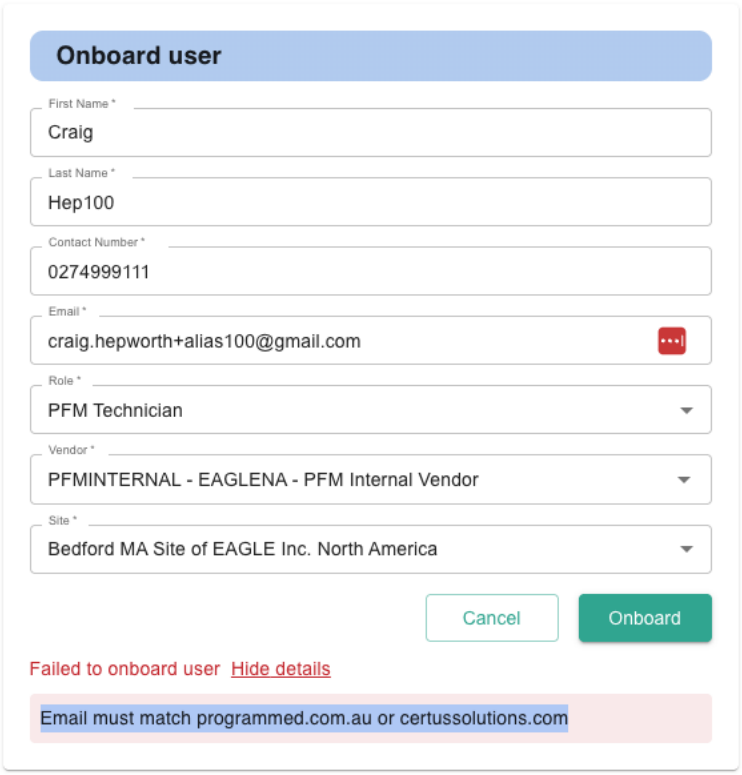


Possible Causes:

- Invalid Vendor selected for role type PFM Technician.

Onboard/Edit user screen

Error Message: *Email must match programmed.com.au or certussolutions.com*



Possible Causes:

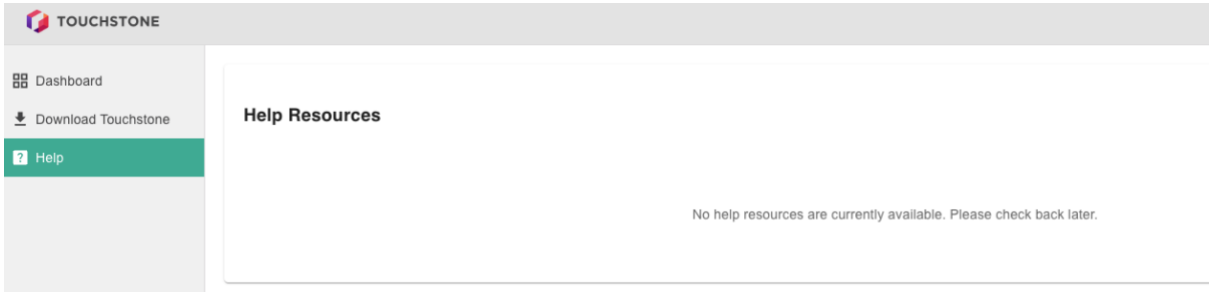
- Invalid or mistyped email address for PFM Technician role

Silent Errors

These types of errors are unlikely to occur frequently, but they are included here for completeness.

After successful login the client configuration data is unable to be fetched from server.

Please be aware that while no error is displayed to the user, the default theme is currently in use, preventing the client's logo and help documents from being displayed.



Possible Causes:

- Server is temporary unavailable after login

Other Errors

Any error that does not fall under the categories described above is treated as ‘other’ errors. These errors cannot be resolved on-site and should be escalated to the Certus Support team for further investigation and resolution.

Information to include in Support Tickets

- Application Version number (found on login page)
- Application short code
- User Device information (Device Model/Device OS info)
- Logged in user ID
- Error description on screen (if applicable)
- Reproduction steps (if applicable)
- Helpful screenshots of the error