



TOUCHSTONE



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*



Login by entering your code

Short Code *

VUM-PROD1

Short code not found

CONTINUE

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*



Are you requesting access to this company?

VUM DEV

AADB2C99002: User does not exist.
Please sign up before you can sign in.

GET ACCESS

GO BACK


Possible Causes:

- Account not setup yet.

Sign-In with email screen

Error Message: *Invalid username or password*

Cancel



Invalid username or password.

chepworth17@gmail.com

Forgot Password? Continue


Possible Causes:

- Account details invalid.


Sign-In with email verification code screen

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

Cancel



That code is incorrect. Please try again.

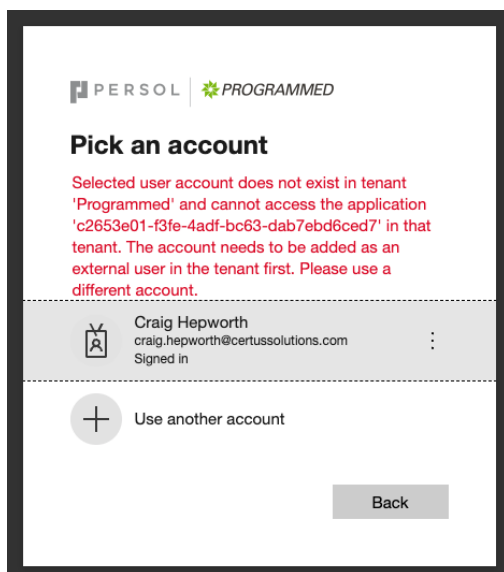
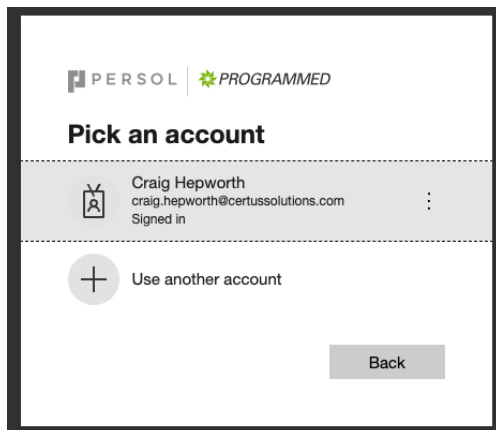
chepworth17@gmail.com 

1234

[Send new code](#) [Verify code](#)

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

We have encountered an error

There was a problem retrieving the user data from the server - please try again later.

[Hide error detail](#)

Failed to get user: API test

[Go Back to Homepage](#)

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*

Onboard user

First Name *

Craig

Last Name *

Hep100

Contact Number *

0274999111

Email *

craig.hepworth+alias100@certussolutions.com

Role *

Vendor Supervisor

Vendor *

ARCTIC - EAGLENA - Arctic Snow Removal

Site *

Corporate Fleet Management of Eagle, Inc.

Cancel

Onboard

Failed to onboard user [Hide details](#)

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*

Onboard user

First Name *

Craig

Last Name *

Hep100

Contact Number *

0274999111

Email *

craig.hepworth+alias100@certussolutions.com

Role *

PFM Technician

Vendor *

ARCTIC - EAGLENA - Arctic Snow Removal

Site *

Corporate Fleet Management of Eagle, Inc.

Cancel

Onboard

Failed to onboard user

Hide details

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*

Onboard user

First Name *

Craig

Last Name *

Hep100

Contact Number *

0274999111

Email *

craig.hepworth+allas100@gmail.com

Role *

PFM Technician

Vendor *

PFMINTERNAL - EAGLENA - PFM Internal Vendor

Site *

Bedford MA Site of EAGLE Inc. North America

Cancel

Onboard

Failed to onboard user

[Hide details](#)

Email must match programmed.com.au or certussolutions.com

Possible Causes:

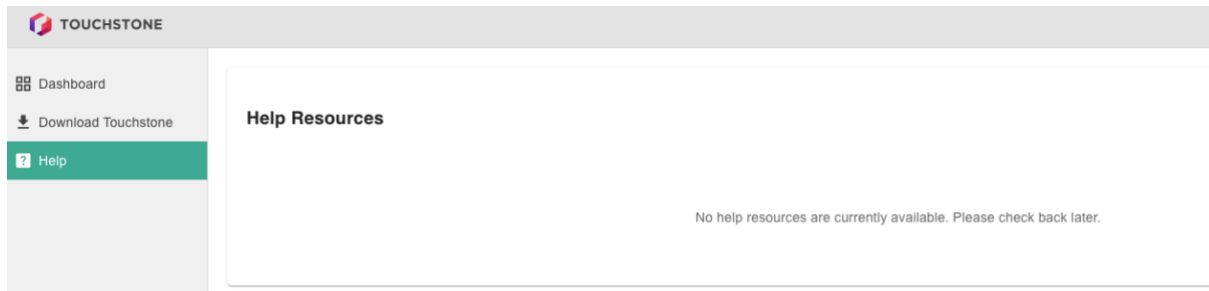
- Invalid or mistyped email address for PFM Technician role

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