



TOUCHSTONE



Vendor User Management Troubleshooting

Vendor User Management errors generally fall into the following categories:

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

Vendor User Management Troubleshooting.....	1
Login Errors	3
Common Login Error Scenarios.....	3
Rare Login Error Scenarios.....	7
Application Errors	8
Silent Errors.....	11
Other Errors.....	12
Information to include in Support Tickets	12

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

.....

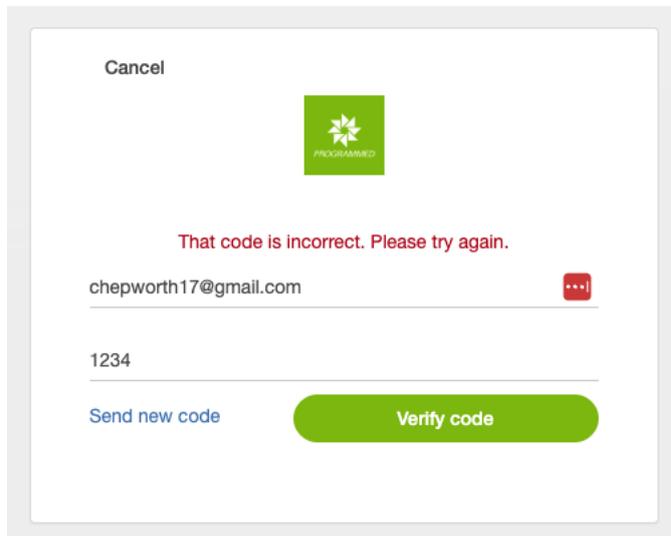
Forgot Password? Continue

Possible Causes:

- Account details invalid.

Sign-In with email verification code screen

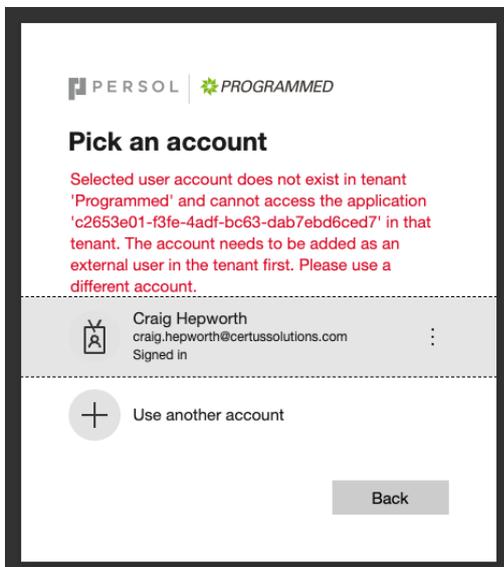
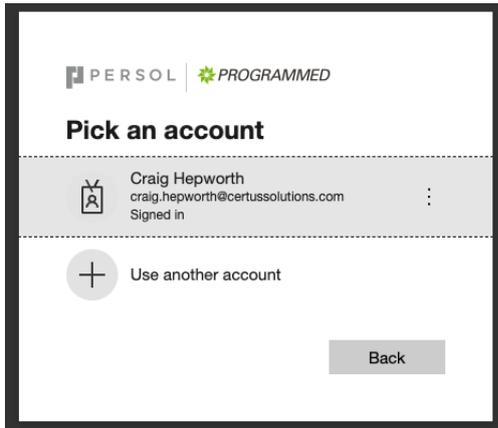
Error Message: *That code is incorrect. Please try again*



The screenshot shows a mobile application interface for email verification. At the top left, there is a "Cancel" link. In the center, there is a green square icon with a white starburst and the word "PROGRAMMED" below it. Below the icon, a red error message reads "That code is incorrect. Please try again." Underneath the message is an email input field containing "chepworth17@gmail.com" and a red eye icon to toggle visibility. Below the email field is a numeric input field containing "1234". At the bottom left, there is a blue link "Send new code". At the bottom right, there is a green button labeled "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*

The screenshot shows a web form titled "Onboard user". The form contains several input fields and dropdown menus, all filled with data. At the bottom of the form, there are two buttons: "Cancel" and "Onboard". Below the buttons, there is a red error message: "Failed to onboard user [Hide details](#)". Below the error message, there is a pink box containing the text "User already exists in system".

Field	Value
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.

Possible Causes:

- Invalid or mistyped email address.

Onboard/Edit user screen

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

Onboard user

First Name *

Last Name *

Contact Number *

Email *

Role *

Vendor *

Site *

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 *

Last Name *

Contact Number *

Email * 

Role * ▼

Vendor * ▼

Site * ▼

Failed to onboard user [Hide details](#)

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

Possible Causes:

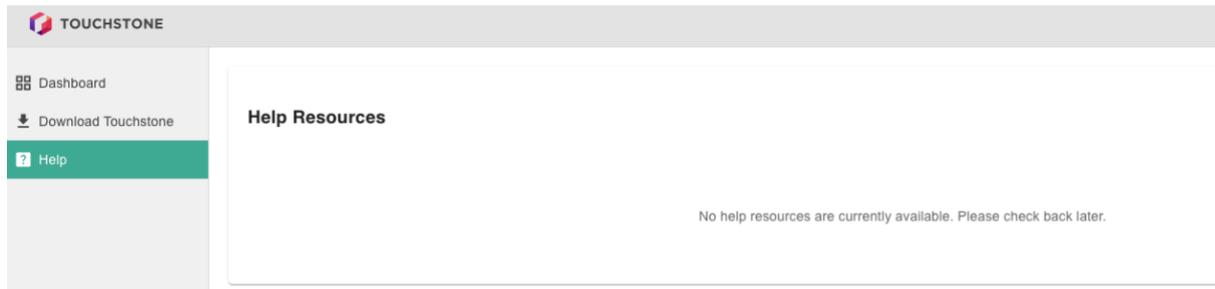
- Invalid or mistyped email address for PFM Technician role

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