

Password Doesn't Match or Username Doesn't Exist

| ERROR MESSAGES |
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| <i>Supplied password does not match user password or Username does not exist</i> |

Possible Problems and Solutions:

The following table is designed to assist you with troubleshooting this error.

| When The Error Message Was Received | Possible Problem(s) | Possible Solution(s) |
|---|--|---|
| Received when attempting to log into the i2b2 Web Client or Workbench | <ul style="list-style-type: none">• The user may not be entered into the i2b2 Administration Module.• The user may be entering the wrong username and/or password.• The user may have their <i>Caps Lock</i> on when entering their username and password. | <ul style="list-style-type: none">• Log into i2b2 Admin and verify the user is setup.• Verify they are entering the correct username. Since you are not able to see passwords you can enter a new password for the user after confirming their identity.• Verify the user is not typing with the <i>Caps Lock</i> on. |

Installation Guide Resources:

The following resources address managing users in the i2b2 Administration Module. This includes adding a new user and editing an existing one.

| Resource For... | Chapter | Section |
|------------------------------|--|---|
| Logging into i2b2 Admin | i2b2 Administration Module Install | Verify Admin Installation |
| Managing Users in i2b2 Admin | Initial Setup of i2b2 in Admin | Managing i2b2 Users |
| Adding a New User | Initial Setup of i2b2 in Admin | Add a New User |
| Editing an Existing User | Initial Setup of i2b2 in Admin | Edit Existing User |