LOGIN ERRORS:

Kindly click this link LOGIN ERRORS | Microsoft Conference Management Toolkit Documentation to trouble shoot for LOGIN errors. Some tips are listed below for your reference.

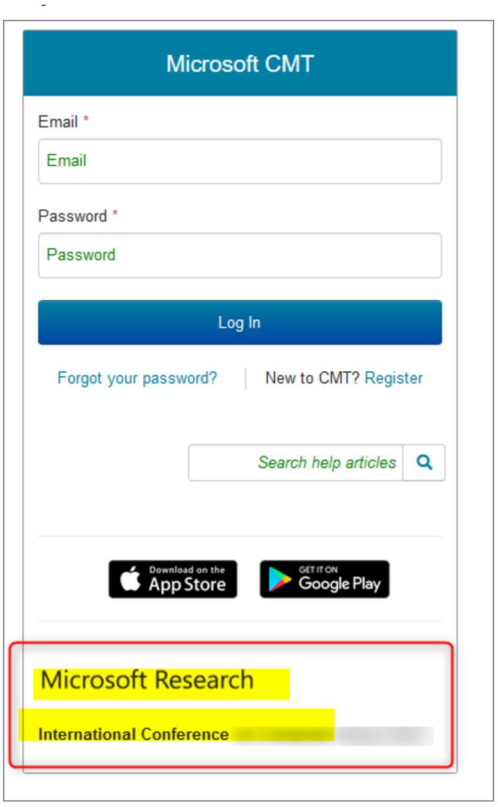
1. **MAIN LOGIN PAGE**

   Use **only this link** to login to CMT: https://cmt3.research.microsoft.com

   Do not use:

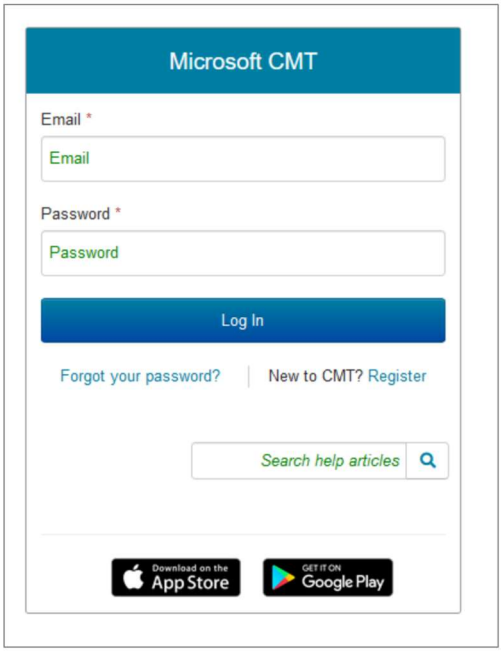
   1. Any links from an old email
   2. Any links from an external website
   3. Any old bookmarked links

   If you see any logo or wording beneath the search bar **and app buttons then** you did not use the link above.



2. **LOGIN GOES BACK TO BLANK FIELDS**

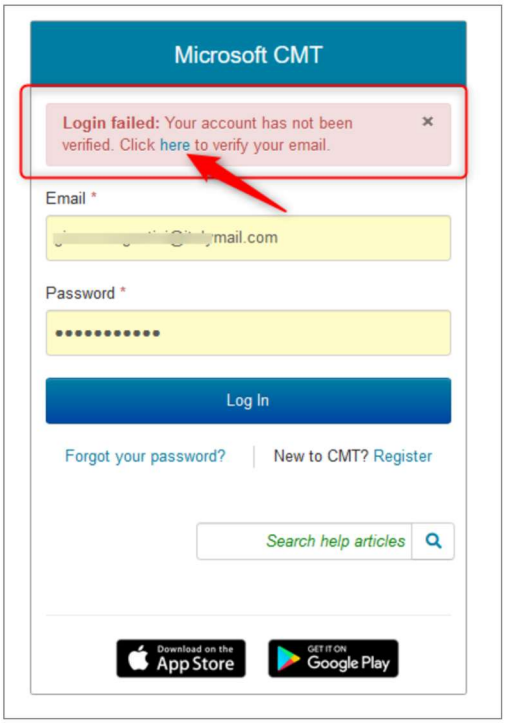
   If you enter your credentials and the login page just goes back to **blank login fields**, you need to clear your cache and update your browser.

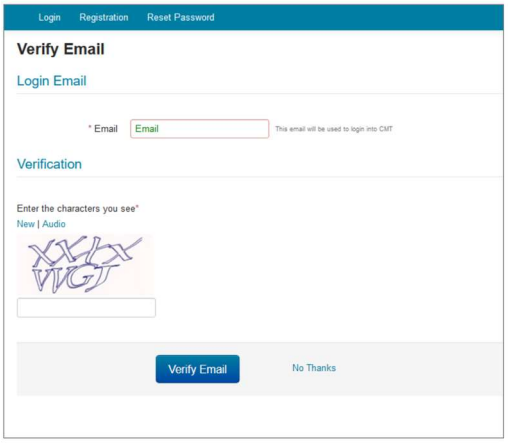


3. NOT VERIFIED ERROR

You created an account and enter your credentials only to find you get an error. The error reads: **Login failed: Your account has not been verified. Click here to verify your email.**

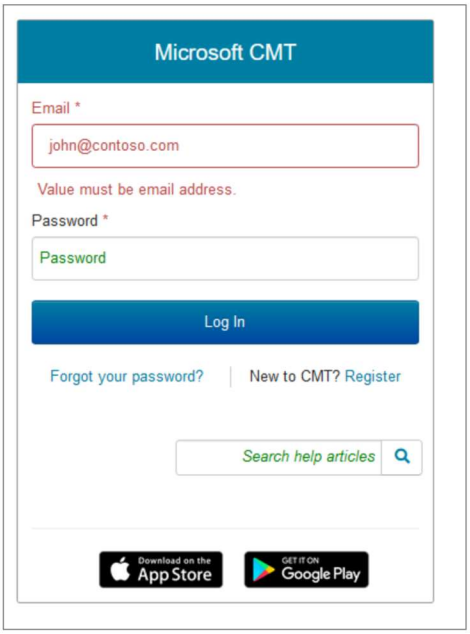
Clicking the link shows the 'Verify Email' page → Enter the email address you registered with CMT and verification email from CMT will be sent to that email address.





4. VALUE MUST BE EMAIL ADDRESS ERROR

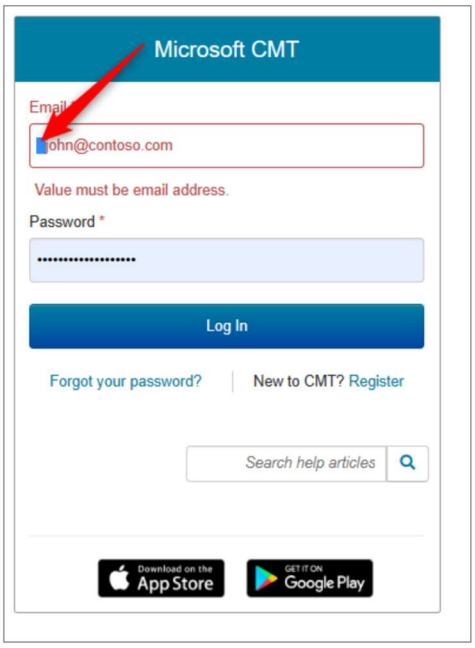
You enter your credentials in the login fields and you get an error stating: **Value must be email address.**



(i) LEADING SPACE

Check for leading spaces in the 'Email' field.

This means any blank characters ***before*** the email address. This can be seen just by highlighting the area:

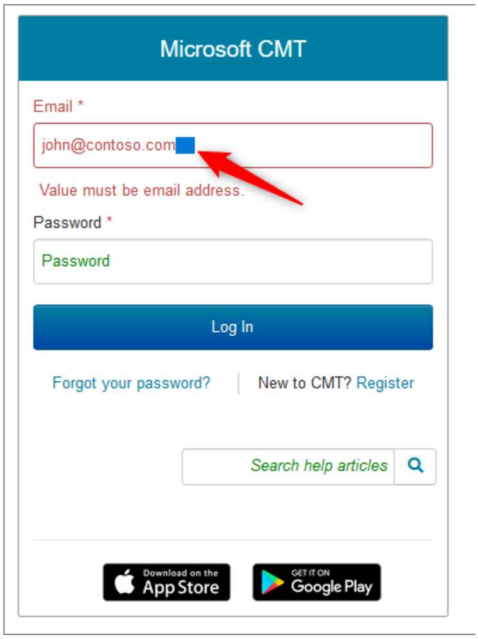


(ii) TRAILING SPACES

Check for trailing spaces in the 'Email' field. This means any blank characters ***after*** the email address. This can be seen just by highlighting the area.

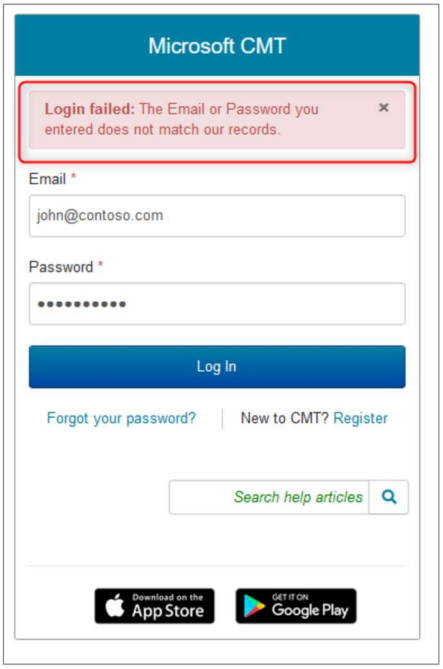
(In this image the cursor is 2 characters to the right of 'john@contoso.com'):

Removing all spaces (blank characters) around the entered email address will remove the error and turn the 'Email' field black.



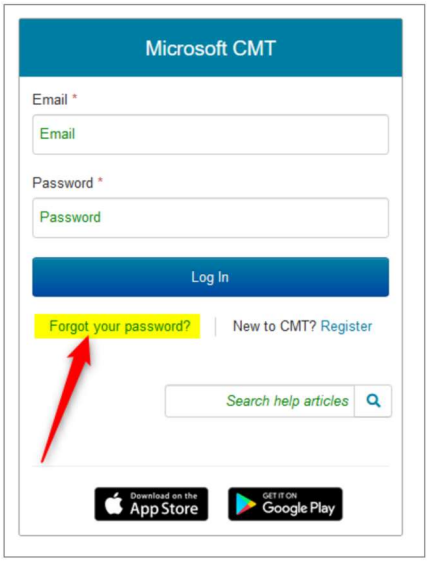
5. LOGIN OR PASSWORD ERROR

You enter your credentials but get an error that states: **Login failed: The Email or Password you entered does not match our records.**



(i) RESET PASSWORD

You are unsure if you entered the email incorrectly or the password was wrong. From the 'Login' page, click 'Forgot your password?'

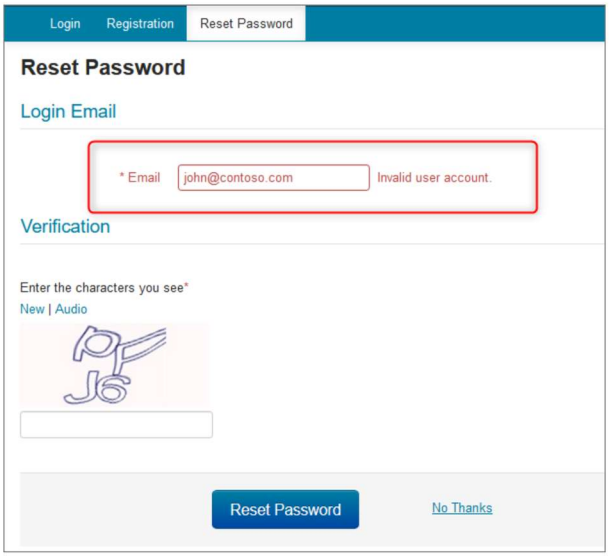


The 'Reset Password' page opens.

(ii) IF EMAIL IS INCORRECT

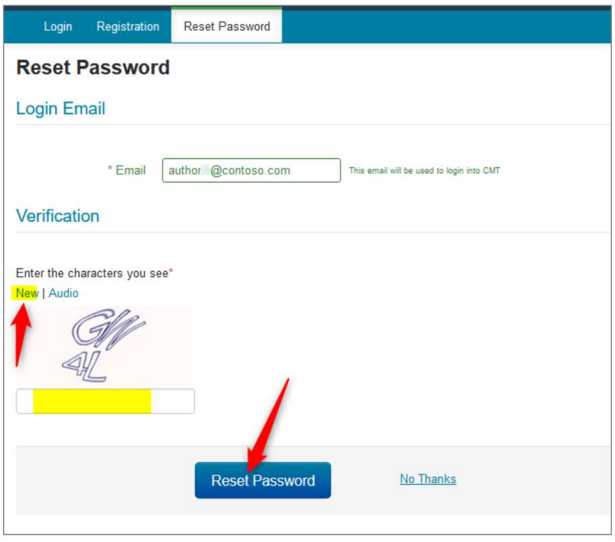
Enter your email the way you entered it in the 'Email' field at login.

If the email is incorrect you will see an 'Invalid user account' error.



(iii) PROCEED TO PASSWORD CHANGE

If the email you entered was correct, that field will turn green and state **'This email will be used to login into CMT.'** Then you will just need to enter the Captcha characters and click the 'Reset Password' button.



After a successful submission, you will see the green bar appear at the bottom letting you know an email was sent with the link to reset your password.

TIPS FOR LOGIN ERRORS

1. Use a computer, *not a smartphone or the app*.
2. **IMPORTANT:** Browsers must be the *most current version* or **there will be issues.** For example, typing **'edge://settings/help'** into Microsoft Edge will let you know if your browser is current, and it will automatically update if it is not.
3. **IMPORTANT:** Clear your browser cache
4. If your login goes back to **blank login fields,** you must **update your browser.**
5. **Use this link:** https://cmt3.research.microsoft.com
6. Do not use any bookmarks to log in.
   Use this link: https://cmt3.research.microsoft.com
7. Do not use *prepopulated* credentials.
8. **Pay attention to the error** – there is likely an easy resolution.
9. **Do not delete your account because something isn't working** for you.
   It is likely an out-of-date browser causing the problem.
10. Watch for ***leading and trailing*** spaces.
11. Check your spam/junk folder for CMT verification and password reset emails.
12. If there are issues receiving the emails from CMT, we suggest you contact your university/work IT department and have them whitelist '@msr-cmt.org.'
13. If you are creating an account or resetting a password there will be a *Captcha*.
    If you see ***Captcha*** when logging into CMT, you are on the ***wrong page.***
14. If you keep getting *Captcha* errors when resetting your password, **update your browser**.
15. Try a different ***current*** browser.
16. Try a different computer.
17. Try a different ISP.
18. If you can delete your account, then there is no issue with your being able to log in.
    The issue is obviously something else.