

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.

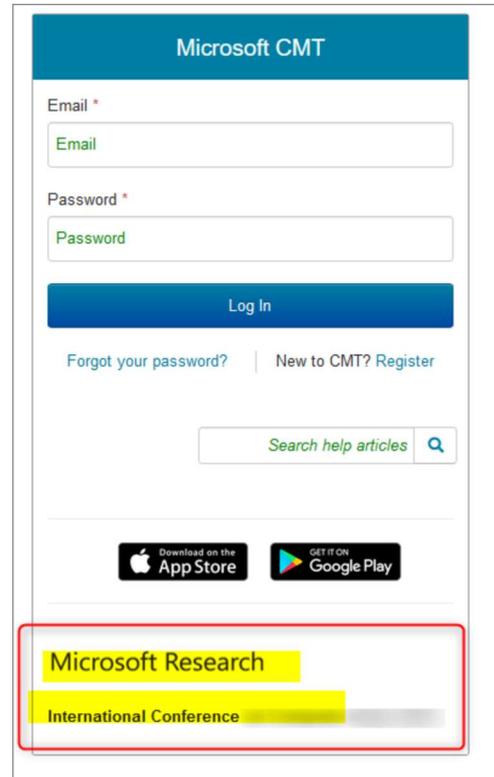
1. MAIN LOGIN PAGE

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

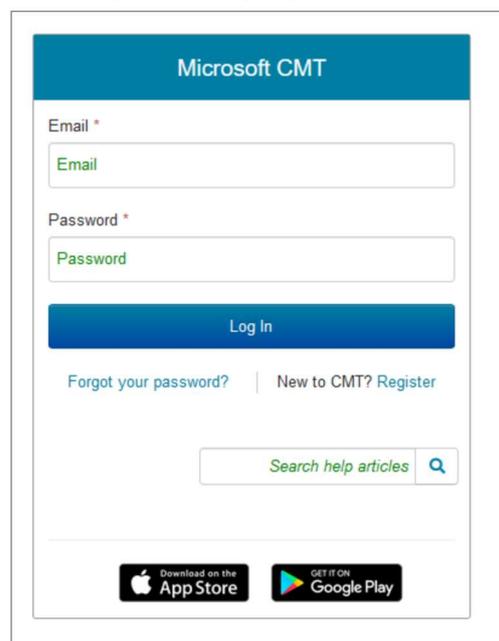
If you see any logo or wording beneath the search bar **and app buttons then** you did not use the link above.



The screenshot shows the Microsoft CMT login page. At the top, there is a blue header with the text "Microsoft CMT". Below the header, there are two input fields: "Email *" and "Password *". Below the input fields is a blue "Log In" button. Underneath the button, there are two links: "Forgot your password?" and "New to CMT? Register". Below these links is a search bar with the text "Search help articles" and a magnifying glass icon. At the bottom of the page, there are two app store logos: "Download on the App Store" and "GET IT ON Google Play". A red box highlights the "Microsoft Research International Conference" logo at the bottom of the page.

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.

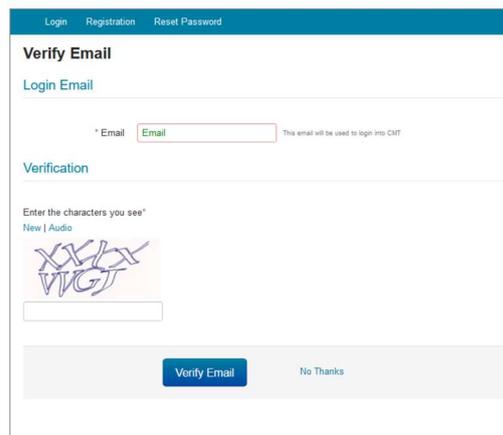
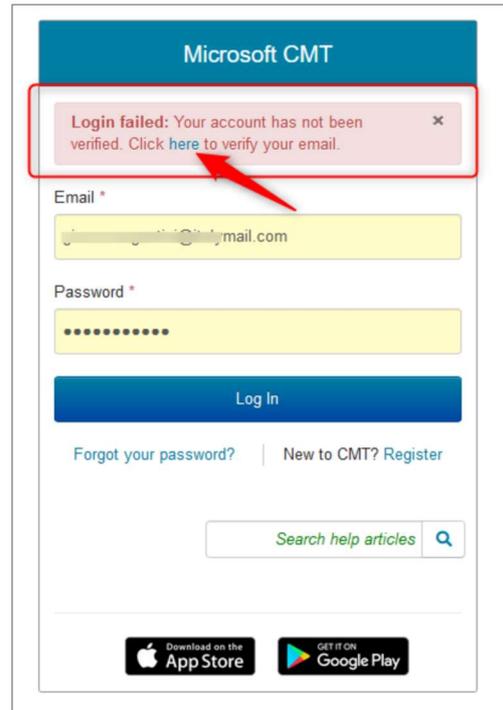


The screenshot shows the Microsoft CMT login page. At the top, there is a blue header with the text "Microsoft CMT". Below the header, there are two input fields: "Email *" and "Password *". Below the input fields is a blue "Log In" button. Underneath the button, there are two links: "Forgot your password?" and "New to CMT? Register". Below these links is a search bar with the text "Search help articles" and a magnifying glass icon. At the bottom of the page, there are two app store logos: "Download on the App Store" and "GET IT ON Google Play".

3. NOT VERIFIED ERROR

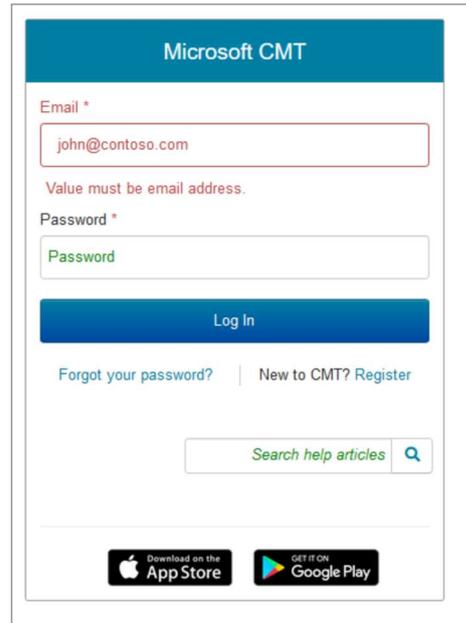
You created an account and enter your credentials only to find you get an error. The error reads: **Login failed: Your account has not been verified. Click here to verify your email.**

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.**

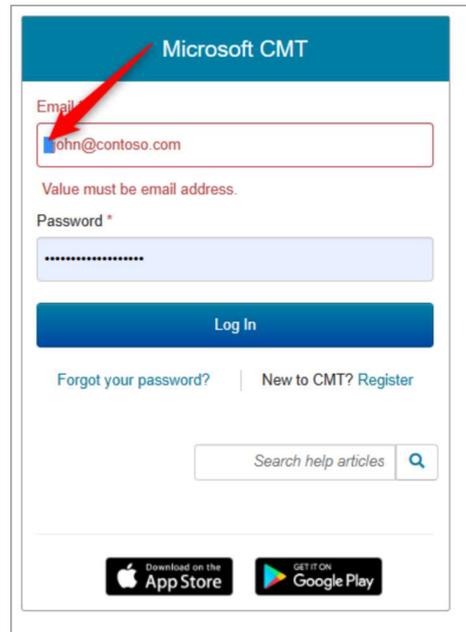


The screenshot shows the Microsoft CMT login page. The 'Email' field contains 'john@contoso.com' and is highlighted with a red border. Below it, a red error message reads 'Value must be email address.' The 'Password' field contains 'Password'. A blue 'Log In' button is visible, along with links for 'Forgot your password?' and 'New to CMT? Register'. At the bottom, there are 'Download on the App Store' and 'GET IT ON Google Play' buttons.

(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:



The screenshot shows the Microsoft CMT login page. The 'Email' field contains ' john@contoso.com' (with a leading space) and is highlighted with a red border. A red arrow points to the leading space. Below it, a red error message reads 'Value must be email address.' The 'Password' field contains '.....'. A blue 'Log In' button is visible, along with links for 'Forgot your password?' and 'New to CMT? Register'. At the bottom, there are 'Download on the App Store' and 'GET IT ON Google Play' buttons.

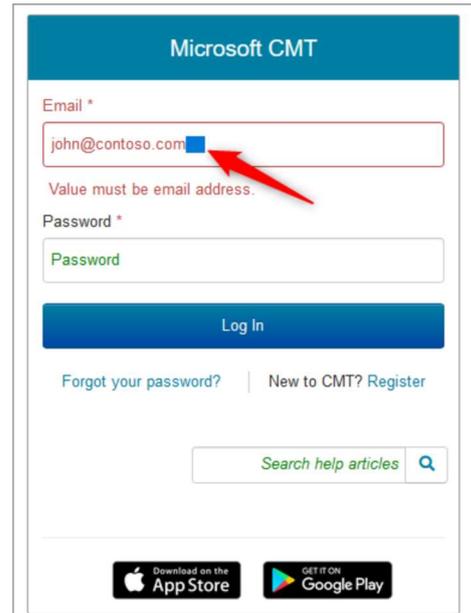
(ii) TRAILING SPACES

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.

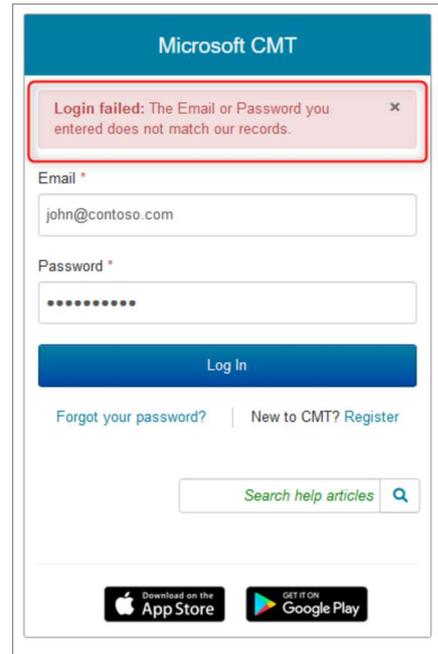
(In this image the cursor is 2 characters to the right of 'john@contoso.com'):
Removing all spaces (blank characters) around the entered email address will remove the error and turn the 'Email' field black.

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.**



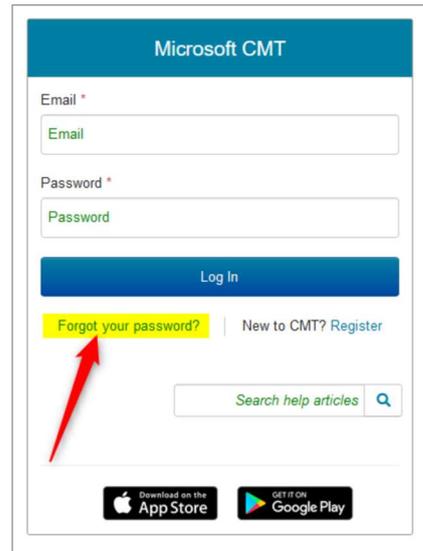
The screenshot shows the Microsoft CMT login page. The 'Email' field contains 'john@contoso.com' followed by a blue cursor. A red arrow points to the cursor, and a red error message below the field reads 'Value must be email address.' The 'Password' field is empty. The 'Log In' button is visible, along with links for 'Forgot your password?' and 'New to CMT? Register'. At the bottom, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play'.



The screenshot shows the Microsoft CMT login page with a red error message box at the top that reads 'Login failed: The Email or Password you entered does not match our records.' The 'Email' field contains 'john@contoso.com' and the 'Password' field is filled with dots. The 'Log In' button is visible, along with links for 'Forgot your password?' and 'New to CMT? Register'. At the bottom, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play'.

(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?'

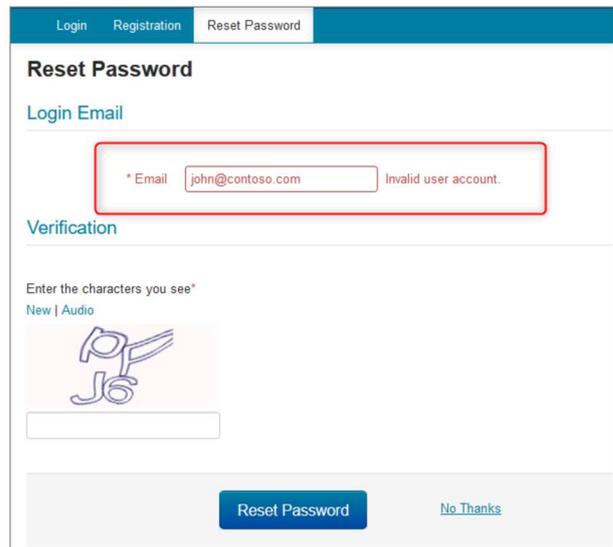


The screenshot shows the Microsoft CMT login interface. At the top, there's a blue header with 'Microsoft CMT'. Below it are two input fields: 'Email *' and 'Password *'. A blue 'Log In' button is positioned below the password field. Underneath the button, the 'Forgot your password?' link is highlighted in yellow, with a red arrow pointing to it. To the right of this link is the text 'New to CMT? Register'. Below these elements is a search bar with the placeholder text 'Search help articles' and a magnifying glass icon. At the bottom, there are two app store download buttons: 'Download on the App Store' and 'GET IT ON Google Play'.

The 'Reset Password' page opens.

(ii) IF EMAIL IS INCORRECT

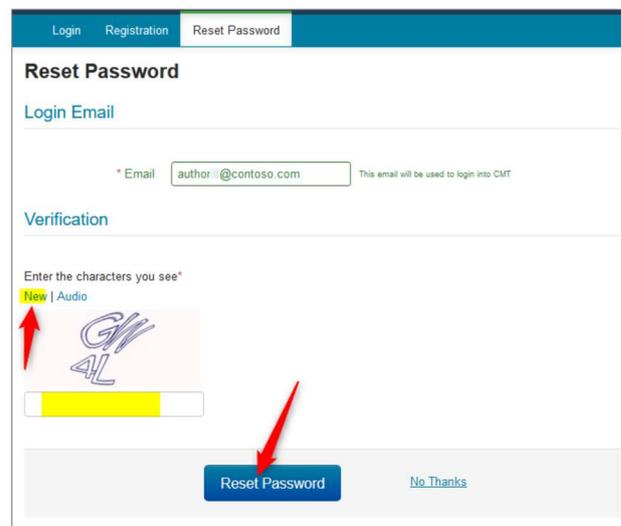
Enter your email the way you entered it in the 'Email' field at login. If the email is incorrect you will see an 'Invalid user account' error.



The screenshot shows the 'Reset Password' page with a navigation bar containing 'Login', 'Registration', and 'Reset Password'. The 'Reset Password' section is active. Under 'Login Email', there is an error message: '* Email john@contoso.com Invalid user account.' Below this is a 'Verification' section with the prompt 'Enter the characters you see*' and a 'New | Audio' link. A captcha image shows the characters '10F' and 'J6'. A text input field is provided for entering the characters. At the bottom, there is a blue 'Reset Password' button and a 'No Thanks' link.

(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.



The screenshot shows the 'Reset Password' page with a navigation bar containing 'Login', 'Registration', and 'Reset Password'. The 'Reset Password' section is active. Under 'Login Email', the email field is green and contains 'author@contoso.com', with the text 'This email will be used to login into CMT.' below it. Below this is a 'Verification' section with the prompt 'Enter the characters you see*' and a 'New | Audio' link. A captcha image shows the characters 'GW' and '4L'. A text input field is provided for entering the characters. At the bottom, there is a blue 'Reset Password' button and a 'No Thanks' link. Red arrows point to the 'New | Audio' link and 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.