This resource is designed to help Organization Administrators resolve common errors and issues they or their users may encounter.

- Access Management Console Error Page
- Access Management Console Module Error Notification Ribbon
- User Registration Invitation Errors *(A user can only be sent 5 registration invitations)*
- Disabling the Pop-Up Blocker
- Browser Compatibility View *(Internet Explorer browser)*
- Clear Cache, Cookies and Browser History

ACCESS MANAGEMENT CONSOLE ERROR PAGE

Issue: An Organization Administrator is trying to access the Access Management Console (AMC) and receives the error below:
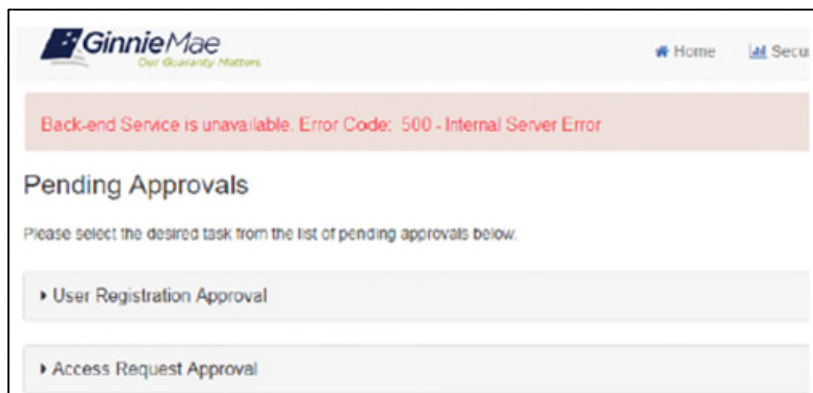
Resolution: Refresh the page by clicking the **Refresh** icon (⟳). You can also click the Home icon at the top of the screen to return to the AMC landing page.

ACCESS MANAGEMENT CONSOLE MODULE ERROR NOTIFICATION RIBBONS

Issue: When the backend system does not receive the confirmed action, an error message displays with notification of the failed action.
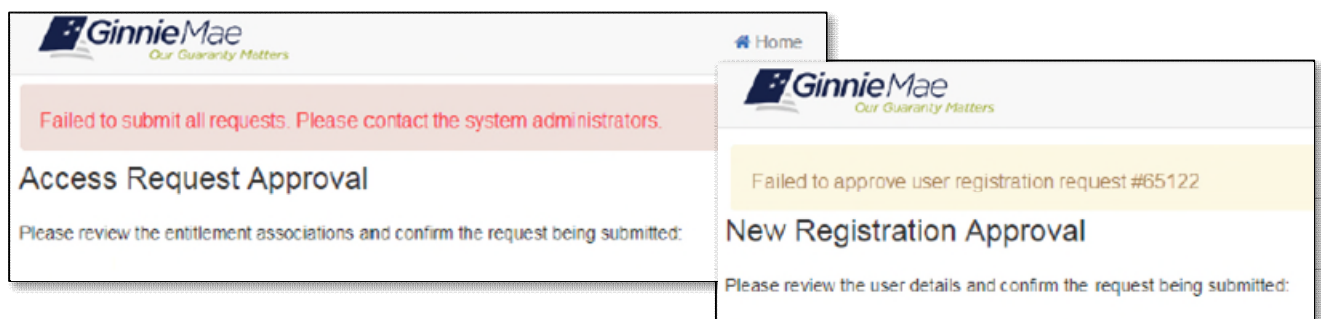
Resolution: Try the action again. If the error persists, contact the Help Desk for assistance at 833-GNMA HELP (833-466-2435).

USER REGISTRATION INVITATION ERRORS

Issue: When an Organization Administrator is sending a registration invitation to an end user, three different errors or alerts may appear when entering the user's email address.

1. **Email is Already Registered** – If an email is already registered, the Organization Administrator will get the error message below and will be unable to send an invitation to the user.

> Error: This email address is already registered in the system
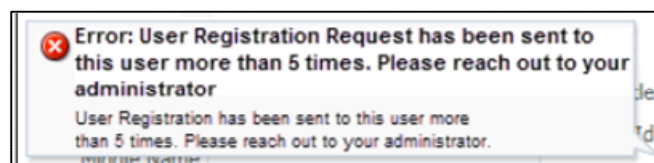> This email address is already registered in the system

   Resolution: The system is configured to prevent invitations to email addresses that are already registered. You will need to determine if using a new email address for the user is the best course of action.

2. **Three Invitations Sent Alert** – If an invitation has already been sent to the user's email address a total of three times, the alert below will be displayed as a warning. **Be aware an invitation can only be sent to a user a total of five times.**

> Information
> A User Registration Request has already been sent to this user 3 times
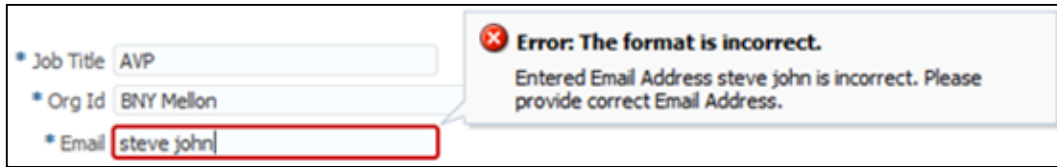> OK
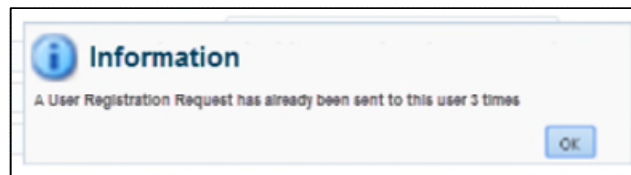
   Resolution: No action is required.

3. **Five Time Invitation Flag** – If an invitation has already been sent to the user's email address a total of five times, the email will be flagged and requests can no longer be sent.

> Error: User Registration Request has been sent to this user more than 5 times. Please reach out to your administrator
> User Registration has been sent to this user more than 5 times. Please reach out to your administrator.
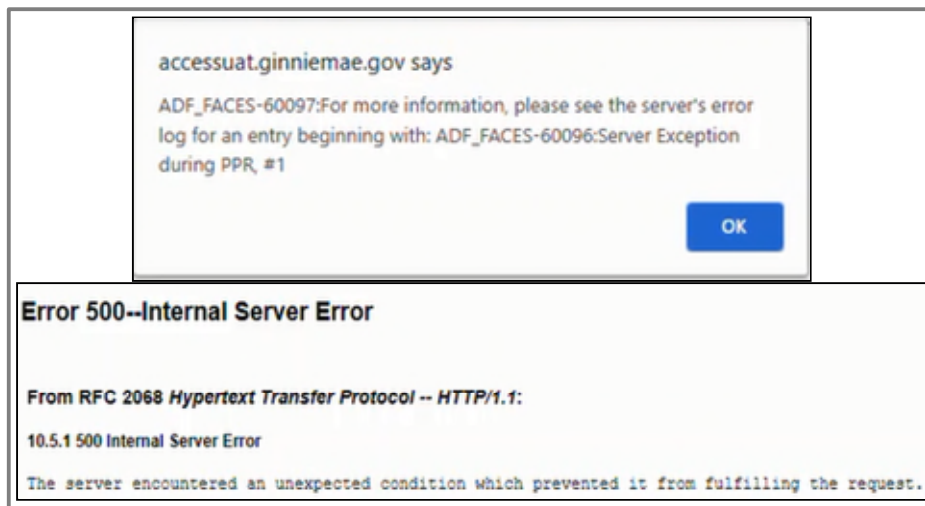
   Resolution: Assistance from the Operations Administrator Group is required to send another invitation to the user's email address. Contact the Help Desk for assistance at 833-GNMA HELP (833-466-2435).

4. **Incorrect Email Format** – If an incorrect email format has been entered in the email field, The validation message below will appear. The system is validating for the typical email format. EX: sample@sample.sam
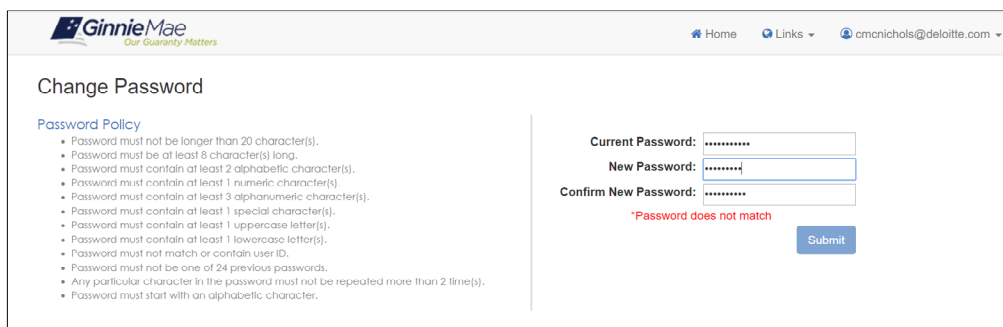

If a correct email format is entered and the "submit" button is clicked, the Registration page will dsplay the 500-error shown below.

Resolution: Close the User Registration form and follow the steps to start a new registration invite. Do not proceed to populate the same registration invitation after seeing this error.

NEW PASSWORD MISMATCH ERROR

Issue – When a user incorrectly enters a matching password, they will receive the system generated error, "Password does not match".

Resolution: The user must retry and enter a matching password.