Password Doesn’t Match or Username Doesn’t Exist

Chapter 7. Troubleshooting Installation Errors · https://i2b2.org/docs/password-doesn-27t-match-or-username-doesn-27t-exist/

ERROR MESSAGES
Supplied password does not match user password or Username does not exist

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	• 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 *Caps Lock* on when entering their username and password.	• 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 *Caps Lock* 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