

# Troubleshoot Existing Email Registration in Umbrella Account Error

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## Introduction

This document describes how to troubleshoot the error, "Error: This email is already registered to a Cisco Umbrella Account" in Umbrella.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Umbrella.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

When creating a new user account, you see the error message, "Error: This email is already registered to a Cisco Umbrella Account."

The email address is already registered to an account with Umbrella, but the account is not a part of your organization.

## Solution

You must invite the existing user to your dashboard instead of creating a new user. You can do this under **Admin > Accounts**, then select **Invite** instead of **Add**.

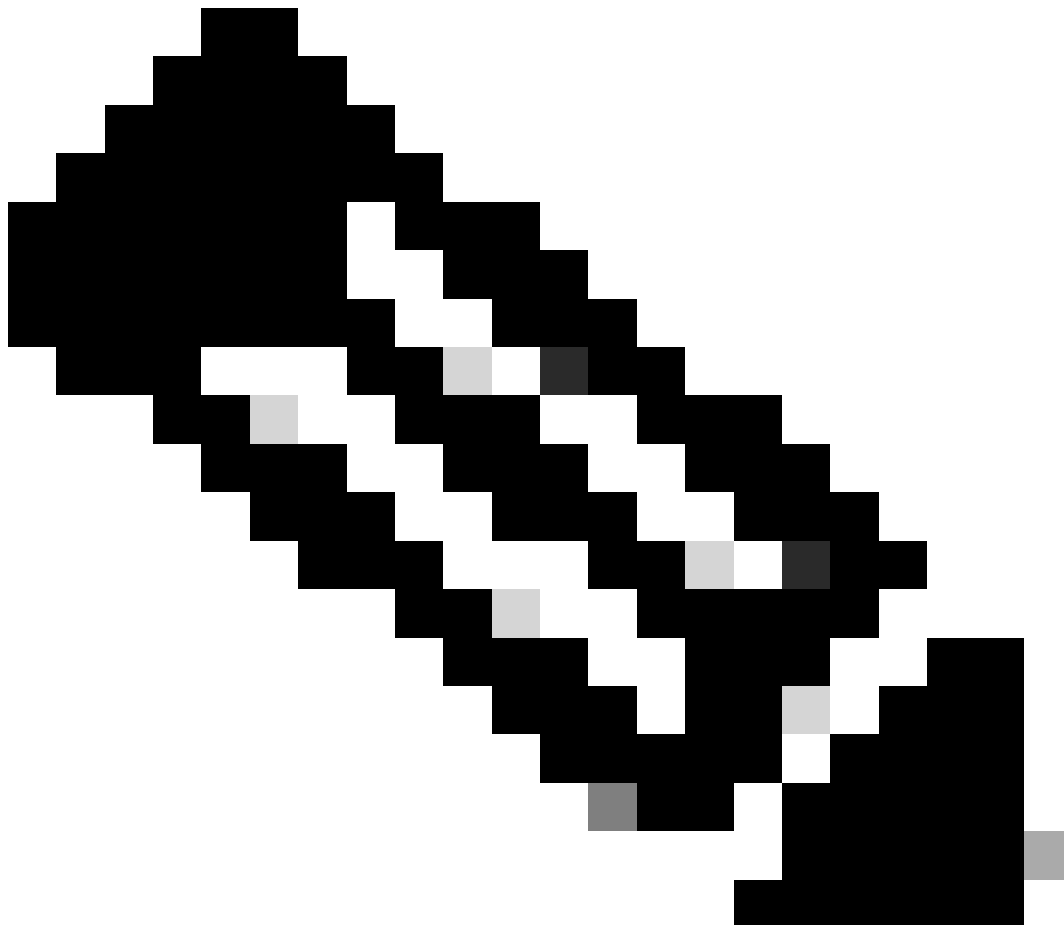
-- Choose Delegated Admin Role --

CANCEL
INVITE

360002552563

After filling out the user's information and clicking Invite, an email is sent to the email address that you specified with a link to accept the invitation. If the user accepts the invitation, they can now be a part of your organization.

The user's status is **Pending** until they accept the invitation.



**Note:** MSP, MSSP, Multi-Org and similar account types cannot invite existing users to the console. If you are experiencing this issue and use the console to manage multiple organizations, please contact Umbrella Support.