

Procedure in case of error with duplicate accounts in member authentication

If you see the following error, you may have created your Confit account with a different email address in the past and have already completed member authentication with that account.

(!)The email address does not match the email address registered with the host society. Please check your email address.

Member Authentication

Confit Conference 20xx


⚠ Please authenticate your membership

You must authenticate yourself as a member before submitting or participating in this conference. If you do not authenticate, you may not be able to submit a submission, and non-member prices may be applied to the entry fee.

Please enter an email address that is already registered with the society(SMOOSY). An email with a **Member authentication code** will be sent to your email address. Follow the instructions on the next screen to authenticate your membership.

Your registered email address for a member of the society

❗ The email address does not match the email address registered with the host society. Please check your email address.

 Send Email

There have been numerous reported cases where users, who previously created a Confit account using their former affiliation's email address, are now creating a new Confit account using the email address of their current affiliation.

1. Those who may create Confit account in the past

1-1. Those who can log in to the previous Confit account

→ Please click [here](#)

1-2. Those who cannot log in to the previous Confit account

→ Please click [here](#)

2. Those who do not remember creating the Confit account in the past

→ Please click [here](#)

1. Those who may create Confit account in the past

1-1. Those who can log in to the previous Confit account

Please log in to your previously created Confit account and change your email address.

Please follow the steps below to change your email address.

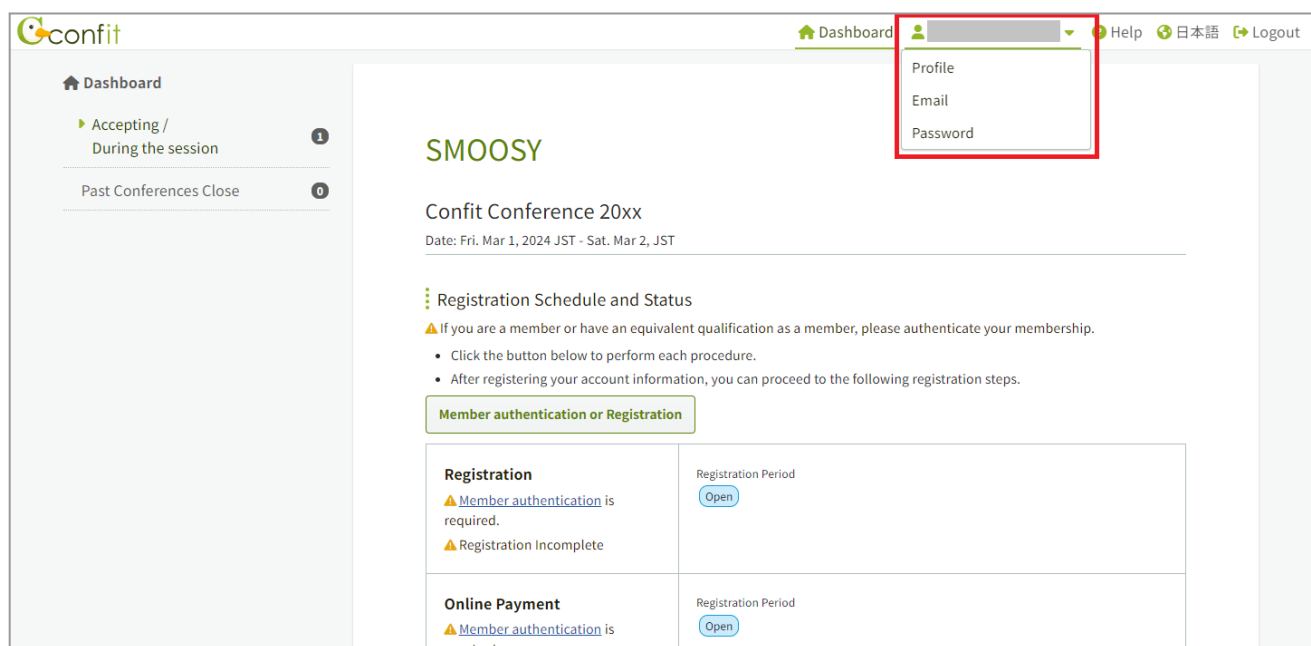
(1)Delete your new Confit account

** Please proceed to (1) only if you have previously created your Confit account, but have created a new Confit account with a different email address this time.*

You cannot create multiple Confit accounts with a single email address. Therefore, if you wish to change the email address associated with your previous Confit account, you will need to delete your new Confit account created with the email address you wanted to use this time.

Please log in to your new Confit account using the following URL. After logging in, click on the email address (or name) link in the header of the Dashboard to access the 'Profile' page.

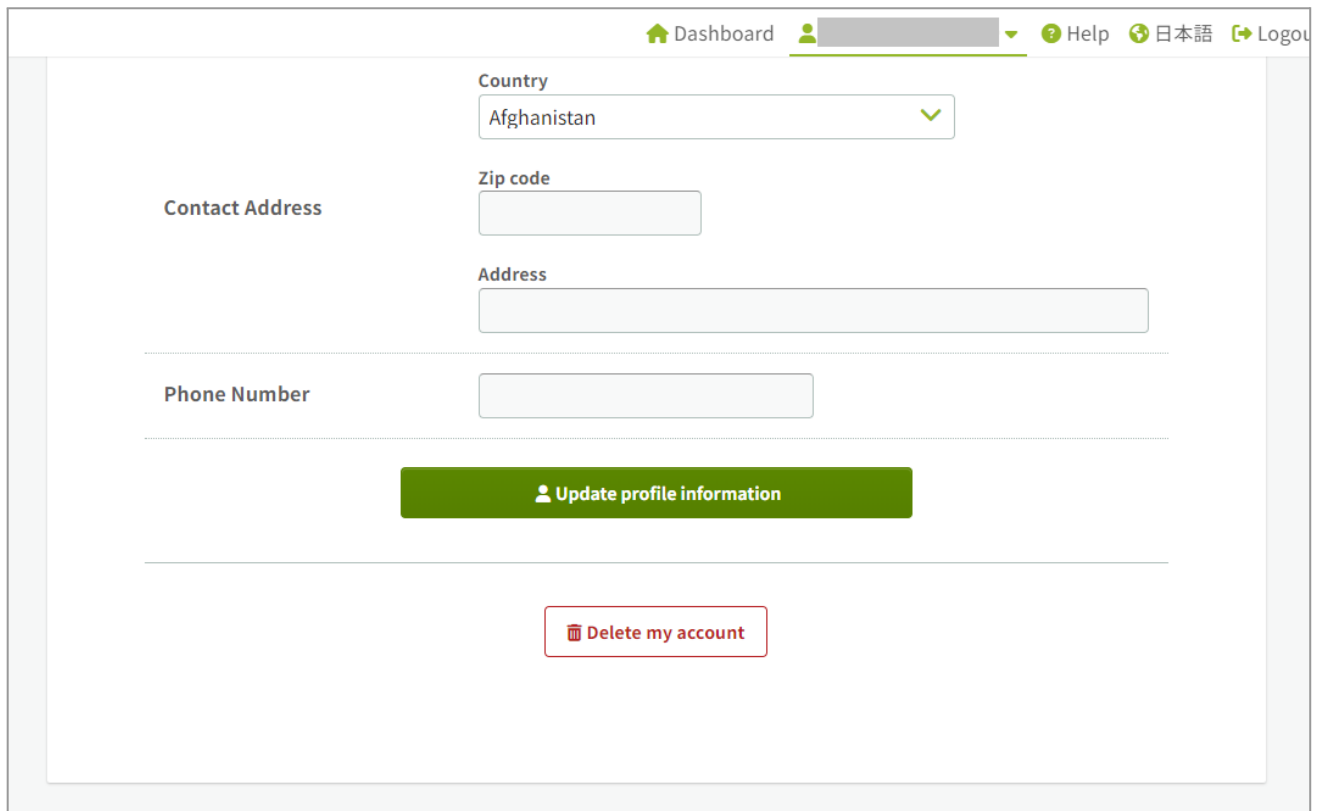
Login URL : <https://jvss.confite.atlas.jp/login>



The screenshot displays the Confit dashboard for a user named SMOOSY. The top navigation bar features a 'Dashboard' link, a user profile dropdown menu (highlighted with a red box), and links for 'Help', '日本語', and 'Logout'. The user profile dropdown menu contains 'Profile', 'Email', and 'Password' options. The main content area shows the 'SMOOSY' logo, 'Confit Conference 20xx', and a 'Registration Schedule and Status' section. The 'Registration' section includes a warning about member authentication and a 'Member authentication or Registration' button. The 'Online Payment' section also includes a warning about member authentication and an 'Open' button.

Click the "Delete my account" button at the bottom of the "Profile Information" page to delete your Confit account.

When you click on the "Delete my account" button, you will be redirected to the password authentication screen. Please enter your password to confirm and complete the account deletion.



The screenshot displays the 'Profile Information' page. At the top, there is a navigation bar with links for 'Dashboard', a user profile icon, 'Help', '日本語', and 'Logout'. The main content area contains several input fields: 'Country' (a dropdown menu showing 'Afghanistan' with a green checkmark), 'Zip code', 'Address', and 'Phone Number'. Below these fields are two buttons: a green 'Update profile information' button and a red 'Delete my account' button.

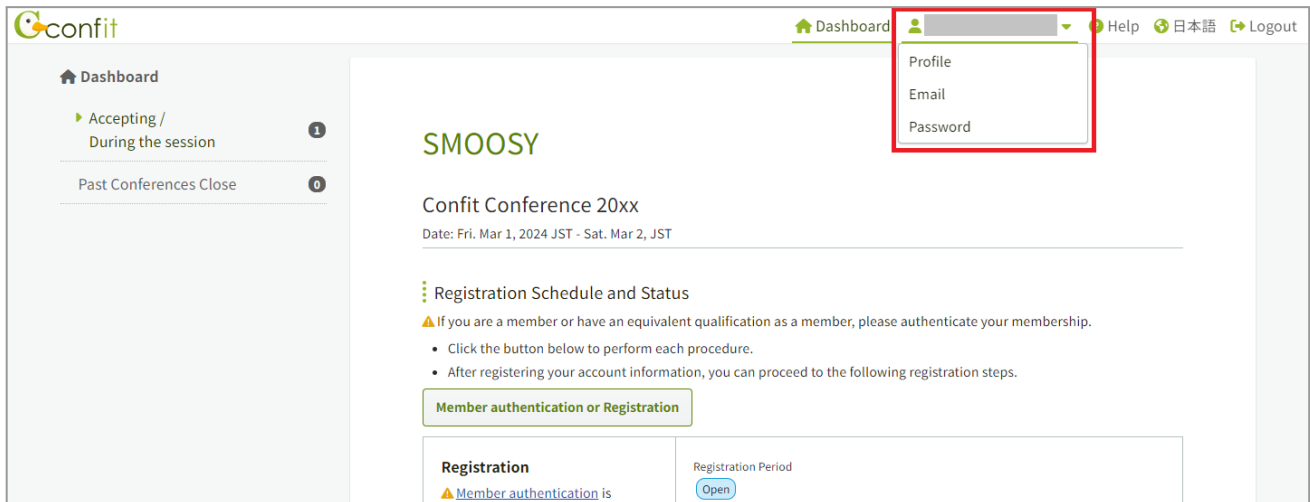
(2) Log in to your previous Confit account

Please log in to your previous Confit account using the following URL.

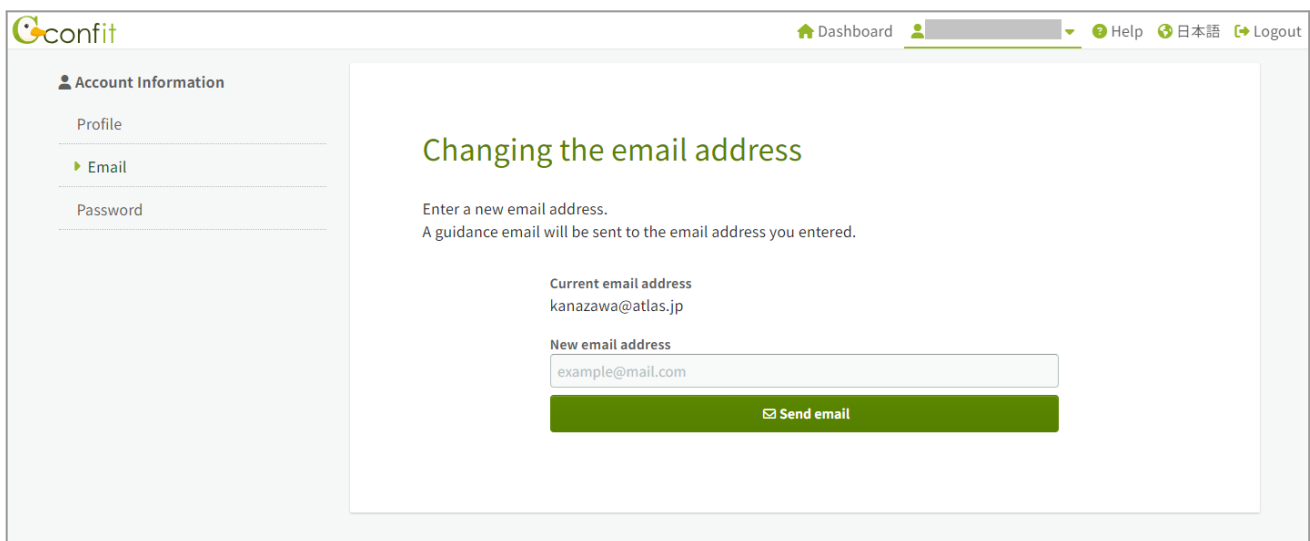
After logging in, click on the email address (or name) link to access the 'Email' page.

** If you forgot your password, please reset it and log in.*

Login URL : <https://jvss.confit.atlas.jp/login>



Please set the new email address on the "Changing the email address" page.



1-2. Those who cannot log in to the previous Confit account

Since only one Confit account can have member authentication, if you are unable to log in to your previously created Confit account, that account will need to be deleted.

If you wish to delete it, please contact *the office*.

The contact information is as follows.

Email : taikai2023@jvss.jp

2. Those who do not remember creating the Confit account in the past

The office will investigate which Confit account is linked to the e-mail address currently registered in the membership management system (SMOOSY) . Please contact the office for further assistance.

The contact information is as follows.

Email : taikai2023@jvss.jp

Based on the investigation results, if you have previously authenticated your membership using your old email address, you will need to take one of the following actions, as you can only authenticate one Confit account.

- Those who can still use the previous email address

→ Please click [here](#) and follow the instructions.

- Those who can no longer use the previous email address

→ Since only one Confit account can have member authentication, if you are unable to log in to your previously created Confit account, that account will need to be deleted. If you wish to delete it, please contact the office.