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.

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.confit.atlas.jp/login](https://jvss.confit.atlas.jp/login)
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.

(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.