

Keystone Login Registration Error: Email already in use

Some users are reporting that when they try to register a Keystone Login account, they are receiving an 'Email Already In Use' message. This prevents them from registering an account.

The Keystone Login directory has been in use for several years and it is possible that users had accounts created for various purposes in the past.

Solution Options

1. Recover Username and Password

You can recover the username and password associated with the existing account.

Forgot Username: <https://keystonelogin.pa.gov/Account/ForgotUserName>

Forgot Password: <https://keystonelogin.pa.gov/Account/ForgotPassword>

After recovering the account, you can migrate your roles to it and use it to log in to MyPDESuite.

2. Register a Keystone Login without email address

When registering a Keystone Login account the email address is optional. This means that you can register a username without entering an email address.

MyPDESuite does not use the Keystone Login email or phone number. If we do not have your email/phone, when you login to MyPDESuite you will be prompted to enter your work email and phone.

3. Request that your email address be freed for use

If you would like your email address to be removed from the existing account so that you can use it when registering a new account send an email to ra-edhubadmin@pa.gov. **The email must be sent from the email account that needs to be freed.** Put 'Keystone Login Email In Use' in the subject line. The body of the email should state that you are requesting that your email be removed from any existing Keystone Login accounts. You will receive a replay when this is completed.