



# Troubleshooting guest user login issues and errors

KPMG Clara for clients (next generation)

October 2022



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An abstract graphic featuring a translucent sphere and a translucent triangle on a purple gradient background. The sphere is positioned in the upper left, and the triangle is in the lower right, with their edges intersecting. The background has a subtle grid pattern.

# Introduction

This document details the most common issues related to guest user registration and logging into a KPMG Clara for clients next generation site

For issues with guest user accounts that cannot be resolved through resources in this guide, please open a ticket with the Digital Desk





## 1. Access Denied

### Error #1

**Issue:** Guest user receives “Access Denied” error when trying to login to KPMG Clara for clients (next generation) site upon clicking the URL.

**Resolution:** This usually occurs if the guest user is added to the KPMG Clara for clients (next generation) site prior to completing the registration, which expired, and the user registered their account under a new registration request. The KPMG Site administrator should delete the user from User administration, re-add then assign a role. Have the user re-try logging in.

### Error #2

**Issue:** Guest user receives “Access Denied” error when trying to log in to KPMG Clara for clients (next generation) site upon clicking the URL.

**Resolution:** Guest user has not been added to and/or assigned a role in the site.

## Access Denied

does not have permissions to access this resource.

Here are a few ideas:

- ➔ Please ask the site admin to give you access.
- ➔ If you have a different account, try signing in with that account.  
This will sign you out of all other Office 365 services that you're signed into at this time.

If this problem persists, contact your support team and include these technical details:

**Correlation ID:** 77777777-7777-7777-7777-777777777777  
**Date and Time:** 7/5/2018 6:00:57 PM  
**User:**  
**Issue Type:** User does not have permissions.

## 2. Change Multi-Factor Authentication (MFA) method/option

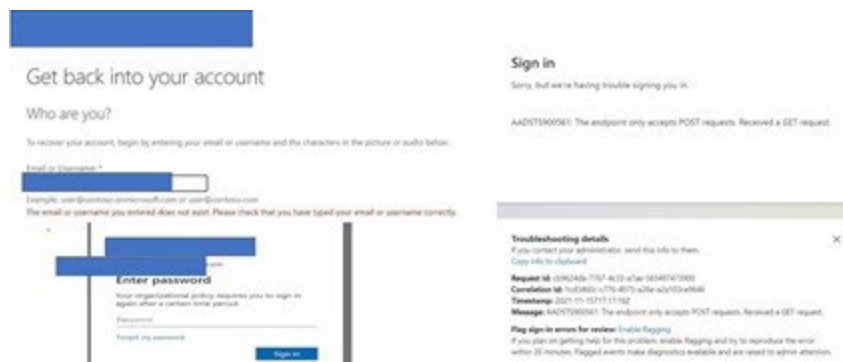
**Issue:** Guest user wants to change their Multi-Factor Authentication (MFA) method/option (e.g., text, call, or MS Authenticator app).

**Resolution:** Guest users can call the Client Support line at 844-414-0049 between the hours of 8:00 a.m. to 8:00 p.m. EST. or a KPMG engagement team member can submit this request on your behalf.

### 3. Get back into your account or sign-in error

**Issue:** The client organization has multiple accounts/email addresses in their Azure Active Directory (AD) and the account/email address added to the KPMG guest user process and the KPMG Clara for clients (next generation) site is not the account/ email address the guest user utilizes to log in to their Microsoft applications within their organization.

**Resolution:** Guest user should log in with the account name/email address that they utilize to access all other client applications leveraging Microsoft.



### 4. Guest Account Registration Expired

**Issue:** Guest user did not register their account in the 30-day window.

**Resolution:** A new registration request for the guest user will need to be submitted Follow the steps below:

1. Remove the user from the KPMG Clara for clients (next generation) site.
2. Submit a request on the [KPMG Marketplace](#) to remove the guest user.
3. Once confirmation is received that the guest user has been removed, submit a request on the [KPMG Marketplace](#) to invite the guest user using their new email address.
4. Add the user to the KPMG Clara for clients (next generation) site and assign the appropriate role.

### 5. Guest Username Change

**Issue:** Guest username has changed and would like the change reflected in the application.

**Resolution:** To change the guest username follow the steps below:

1. Remove the user from the KPMG Clara for clients (next generation) site.
2. Submit a request on the [KPMG Marketplace](#) to remove the guest user.
3. Once confirmation is received that the guest user has been removed, submit a request on the [KPMG Marketplace](#) to invite the guest user using the new email address.
4. Add the user to the KPMG Clara for clients (next generation) site and assign the appropriate role.



## 6. Invitation redemption failed

**Issue:** The client identity management is not synced with Azure; therefore, the user's Azure AD account is not available.

**Resolution:** This error will need to be troubleshooted by the client's IT group (identity management) as their Azure account(s) appear not to be synced with Azure, which is required to permit the user to register as a guest user with KPMG. It is recommended to have the client user open a ticket on behalf of all client users that need to access KCfc within their organization in order to further troubleshoot the error below.

### Invitation redemption failed

AAD828\_0001 : We cannot create a self-service Azure AD account for you because the directory is federated. Tenant's admin must create an account for you.

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## 7. Not receiving the registration email

**Issue:** Guest user is not receiving the registration email to setup the account.

**Resolution:** Have the guest user check their spam folder Alternatively, have the guest user click on the KPMG Clara for clients (next generation) site link URL and the registration process will start.


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## 8. Pick an account


**Issue:** Guest user tries to login and gets the error “Pick an account”.

**Resolution:** A site link direct to the PBC tile was shared. Since the user has not yet registered, they do not have rights to the site or the tile. The guest user needs to complete the guest user registration prior to logging into KPMG Clara for clients (next generation).




### Pick an account

Selected user account does not exist in tenant 'KPMG' and cannot access the application '00000003-0000-0ff1-ce00-000000000000' in that tenant. The account needs to be added as an external user in the tenant first. Please use a different account.



Signed in



#### Iniciar sesión

Lo sentimos, tenemos problemas para iniciar su sesión.

AADSTS90072: User account from identity provider 'https://sts.windows.net/6b3bc3a1-6398-4f5c-b86a-cc3b3239905c/' does not exist in tenant 'KPMG' and cannot access the application '00000003-0000-0ff1-ce00-000000000000' (Office 365 SharePoint Online) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

##### Detalles de la solución de problemas

Al ponerse en contacto con el administrador hay que enviarle esta información:  
Copiar la información en el portapapeles

**Request id:** 8f69d2f-d8b0-4388-9570-57a99de1a00  
**Correlation id:** ae7e59d0-e02f-2000-516c-7eacced9e2  
**Timestamp:** 2022-08-10T03:14:17Z  
**Message:** AADSTS90072: User account from identity provider 'https://sts.windows.net/6b3bc3a1-6398-4f5c-b86a-cc3b3239905c/' does not exist in tenant 'KPMG' and cannot access the application '00000003-0000-0ff1-ce00-000000000000' (Office 365 SharePoint Online) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

**Marcar errores de inicio de sesión para revisión:** Habilitar marcado  
Si tiene pensado solicitar ayuda para este problema, habilite el marcado y trate de reproducir el error en 20 minutos. Los eventos marcados hacen que los diagnósticos estén disponibles y se muestren al administrador.

## 9. Password Change

**Issue:** Guest user wants to change their password.

**Resolution:** KPMG does not manage user accounts. Credentials (username and password) are managed by the client IT, and if issues result with username or password, the client users should open tickets with their internal IT for troubleshooting.

## 10. Please contact a site administrator

**Issue:** Guest user is not able to access KPMG Clara for clients (next generation) after being added.

**Resolution:** There is an issue with the account, and a ticket should be opened for this error.

### KPMG Clara



Please contact site administrator

## 11. Request is blocked by cross-tenant access settings

**Issue:** KPMG user submits a Marketplace request to add a guest user and receives an error that the request is blocked by cross-tenant access settings.

**Resolution:** KPMG does not have cross-tenant functionality enabled. The user's company may have enabled the cross-tenant functionality, which allows for more granular control of inbound and outbound connections. With the new functionality an organization can block all outbound connections to all external tenants. The client user will need to reach out to their internal IT helpdesk and have a ticket routed to the team that manages their Azure B2B settings. That team will need to allow connections to the KPMG tenant for all users or specific users using the application.

## 12. Self-service account sign-up by email has been disabled

**Issue:** When requesting a guest user account, you receive the error: *We cannot create a self-service Azure AD account for you because <Company Name> has disabled self-service account sign-up by email-validation. Ask <Company Name> admin to enable email verified users or create an account for you.*

**Resolution:** There are two possible causes and resolutions for this issue.

1. This error occurs when the connection has been restricted by the guest user's company. The guest user will need to open a ticket with their company IT department to request the client organization modify their setting Azure tenant settings to permit the connection.
2. The error occurs when the user of the receiving organization has not allowed the guest user's self-service sign-up. Probably because they either don't yet have their domain in Azure AD, or they do but have not set-up that person in Azure AD yet.

The guest user will need to open a ticket with their company IT department so the Azure administrator can allow self-service sign up for their Azure AD domain, create the person's account in their Azure AD, or if they have local AD, sync their local AD with Azure AD to automatically create the accounts in Azure AD.

## 13. Something went wrong

### Error #1

**Issue:** Guest user gets the error "Something Went Wrong" after clicking on the site link.

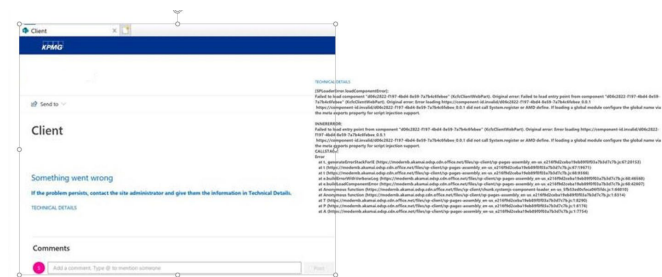
**Resolution:** The guest user is using an IE browser. Have the user log in via Edge or Chrome.

### Error #2

**Issue:** Guest user gets the error "Something Went Wrong" after clicking on the site link.

**Resolution:** The shared URL is not the home page (e.g., PBC tile URL), or client URL defense is changing the URL in the email received by client user.

Share the site homepage URL of your KCfc site with the guest user as shown in the following example URL format:  
[https://kpmgus.sharepoint.com/site\\_title\\_example](https://kpmgus.sharepoint.com/site_title_example).

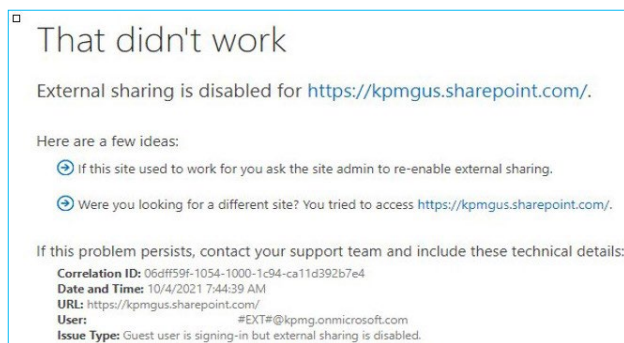


## 14. That didn't work

**Issue:** Guest user clicks the site link and receives the error "That didn't work".

**Resolution:** The shared URL is not the home page (e.g., PBC tile URL), or client URL defense is changing the URL in the email received by client user.

Share the site homepage URL of your KCfc site with the guest user as shown in the following example URL format:  
[https://kpmgus.sharepoint.com/site\\_title\\_example](https://kpmgus.sharepoint.com/site_title_example).



## 15. You cannot access this right now

### Error #1

**Issue:** Guest user receives the error “You cannot access this right now” after clicking the site link.

**Resolution:** Share the site homepage URL of your KCfc site with the guest user as shown in the following example URL format: [https://kpmgus.sharepoint.com/site\\_title\\_example](https://kpmgus.sharepoint.com/site_title_example). If the issue still occurs, try a different browser. For example, error occurs in the Chrome browser, try the URL in the Edge browser.

### Error #2

**Issue:** Guest user receives the error “You cannot access this right now” after clicking the site link.

**Resolution:** There may be a conditional access policy applied to the users corporate Azure Tenant. The guest user will need to open a ticket with their corporate help desk and discuss the issue with the Azure tenant administrator.

### Error #3

**Issue:** Guest user receives the error "You cannot access this right now" after clicking the site link. Clicking on more details displays an error screen with “Error Code: 53003”. The issue is related to the browser’s cookie settings.

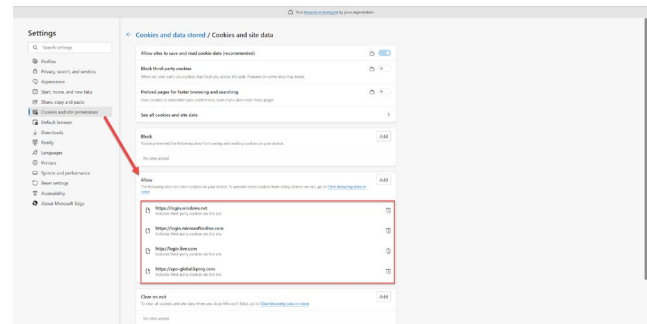
#### Resolution #1:

Go to the Edge Browser Setting -> Cookies and Site Permissions -> Manage and delete cookies and site data -> Disable the setting “Block third party cookies”.

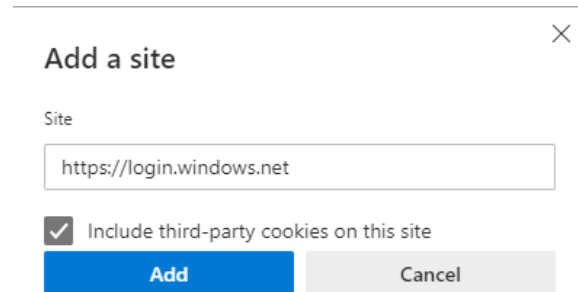
#### Resolution #2:

If Resolution #1 is not possible for the guest user to change, then, as an alternate option, try the below:

1. Go to the Edge Browser Setting -> Cookies and Site Permissions -> Manage and delete cookies and site data.
2. Add the following URLs in the “Allow” list.
  - <https://login.windows.net>
  - <https://login.microsoftonline.com>
  - <http://login.live.com>
  - <https://spo-global.kpmg.com>



3. Please make sure to check “Allow third party cookies on this site” while adding the above-mentioned URLs.

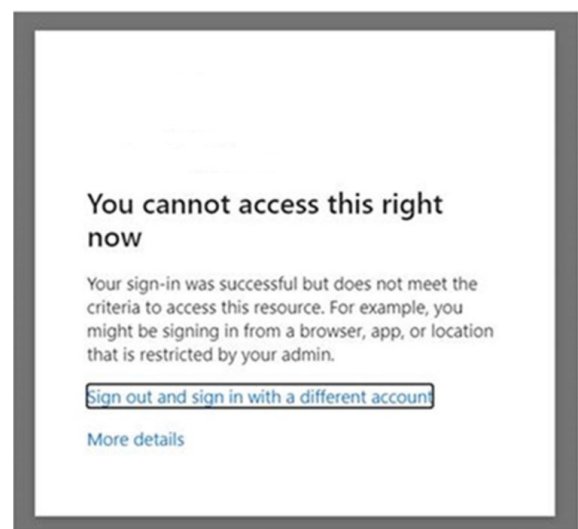


### Error #4

**Issue:** All guest users can log into the site, but they are immediately logged out and get the error “You cannot access this right now”.

**Resolution:** There is a known Microsoft issue with Azure that causes this error. The workaround is for the user to first login to a SharePoint online hosted site\application hosted by the client, then log into the KCfc application on another browser tab.

If the workaround does not work, please open a ticket with the Digital Desk.

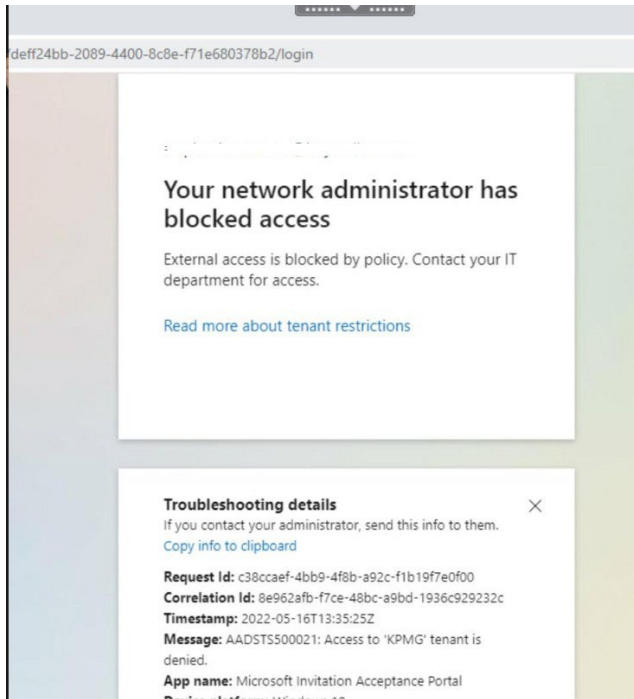


## 16. Your network administrator has blocked access

**Issue:** Guest user receives the error “Your network administrator has blocked access” after clicking the site link.

**Resolution:** The guest user’s network is blocking access. Have the guest user local IT whitelist the following URLs:

- <https://login.microsoftonline.com/>\*
- <https://kpmgus.sharepoint.com/>\*





[kpmg.com/socialmedia](https://kpmg.com/socialmedia)

