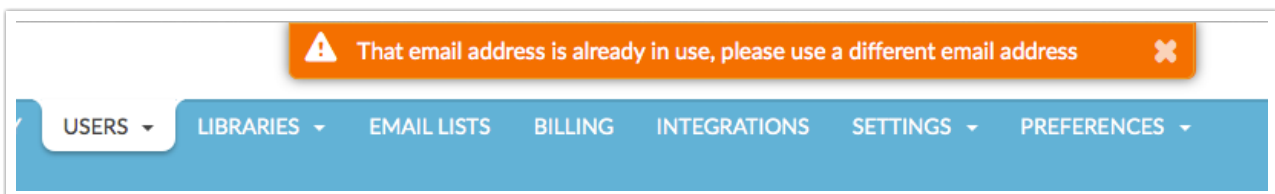


Why am I getting a "That email address is already in use" error?

Both when signing up for a new SurveyGizmo account and when adding users to a multi-user account you may run into the below error message telling you "that email address is already in use."

SurveyGizmo does not allow a given email address to be assigned to more than one user record in the SurveyGizmo system.



Fortunately, there are a couple of options available to allow you to create a new account with the email address you wish to use.

1. **Change your email address.** You can append a plus sign (+) and any combination of words or numbers after your email address either on your existing account or your the new account you are creating.

For example, if your email address is **sorceress@surveygizmo.com** you could set up your email address on a second SurveyGizmo account as **sorceress+2@surveygizmo.com**. Both email addresses will deliver any mail to **sorceress@surveygizmo.com**.

2. **Cancel the account.** If this error is the result of an unused, trial/free account that is using the email address you wish to use for your new account, you can delete the account. *Note: Accounts flagged for deletion will be deleted after 10 days.*

If you're unsure of the password, use the [Forgot your password?](#) on the login page in order to login and delete the account.

[Contact our support team](#) if none of these solutions is an option for you!

Adding Users

If you encounter the "That email address is already in use..." error while attempting to add a user to your account, this means that the email address is already associated with a SurveyGizmo user.

Depending on the user's need/preference, they will need to either [update the email address](#) that they are using for the other account, or provide you with another email to use for the account to which you are adding them. [Contact our support team](#) if none of these solutions is an option for you!

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