

Touchstone CAMS Password Reset error "Could not find the user account"

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IS&T is no longer offering Touchstone Collaboration accounts. Until a new collaboration account system is launched, please contact the [IS&T Service Desk](#) if you need access to any products or services.

Question

I receive this message when trying to reset my Touchstone Collaboration account password:

Could not find the user account: [e-mail address]

What do I need to do?

Answer

If someone has not created a Collaboration Account and tries to [reset the password](#), they will receive the above error message.

Contact the [IS&T Service Desk](#) for assistance.

For Service Desk Consultants:

If this does not resolve the issue, please gather the information listed on the [\[Stellar Recon page\]](#), mark the ticket **In Progress** and move it to the Escalations queue.