

# User xxxxx could not be found. Please confirm his or her existence with a Confluence Administrator

## User xxxxx could not be found. Please confirm his or her existence with a Confluence Administrator

### Question

I am trying to grant access rights for a user in a wiki space in <http://wikis.mit.edu>. I know I'm entering a valid MIT Kerberos username, but I get the following error message:

User xxxxx could not be found. Please confirm his or her existence with a Confluence Administrator

### Answer

In wikis.mit.edu, accounts are auto-created for MIT community members either the first time they log in or by virtue of being included in a Moira group which is associated with some space.

One simple solution will be to have the user navigate in their web browser, with certificates, to: <https://wikis.mit.edu/confluence/>

This will log them into the Wikis site, and their account will be automatically created.

If the user is unable to access <https://wikis.mit.edu/confluence/>, contact the [IS&T Service Desk](#) for further assistance.

### See Also:

- [Group xxxx could not be found. Please confirm the existence of the group with a Confluence Administrator.](#)
- [Wikis Landing Page](#)