

GUIDE: 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. Call the Keystone Login Help Desk: 877-328-0995

If you cannot recover your username or password, please call the Keystone Login Help Desk: 877-328-0995.