



“Registration Error: The Username You Have Selected is in Use”

Does this error message look familiar? Technology limitations are the cause and unfortunately beyond the control of the Pancreatic Cancer Action Network. However, we can offer an explanation and a solution to eliminate this annoying pop-up.

What is causing this error?

The Pancreatic Cancer Action Network uses a fundraising technology called Blackbaud that requires all usernames to be unique across all events their system. Unfortunately, many organizations use the same Blackbaud system, which means this there are already millions of usernames stored.

For example, if someone registered the username “johndoe” with a different nonprofit organization for a different fundraising event, that username would not be available to a PurpleStride registrant.

Can I use my old username?

If you have previously participated in a Pancreatic Cancer Action Network event, you may use the same username and password. If you do not remember your password, please contact us at events@pancan.org to request a password reset.

If you have previously participated in another Blackbaud event with a different organization, you can *try* using the same username and password. However, we are unable to reset passwords for accounts created with other organizations.

Solution

We know it can be frustrating to have several usernames rejected during the registration process. To prevent this, we recommend including something unique to PurpleStride in your username. For example, if the username **johndoe** is unavailable, consider trying one of the following:

- purplestride-johndoe
- ps12johndoe
- johndoe12

Thank you so much for your support of our event and our mission to fight against pancreatic cancer. Together we will know it, fight it and end it!