



Pluralsight/ACG account management

Tags: [Skills](#) [ACG](#)

I'm trying to sign up, but I'm receiving an email error message. What should I do?

You may be having trouble creating a new account, or joining your organization's account, because you already have a Pluralsight (PS) or A Cloud Guru (ACG) account floating around in the abyss. See the table below for next steps.

Type of accounts	Possible reasons	Action to take
I want to join my employer/business-provided PS account, but it says my account already exists during signup.	You may have an individual PS or ACG account.	Follow the steps outlined in the Accepting a team plan article. Contact Support if you need help.
I want to join my employer/business-provided ACG account, but it says my account already exists during signup.	You may have an individual ACG or PS account.	Follow the instructions for using the same email address with your PS and ACG accounts .
I want to create an individual Pluralsight account, but it says my email is already in use.	You may already have an individual or employer/business-provided Pluralsight or ACG account associated with the same email address.	Try logging in using that email address. Click forgot password to have a temporary one sent to you if needed.
I want to create an individual ACG account, but it says my email is already in use.	You may already have an individual or employer/business-provided ACG or Pluralsight account associated with the same email address.	Try logging in using that email address. Click forgot password to have a temporary one sent to you if needed. Learn more about using the same email address with your PS and ACG accounts .

If you need help, please contact [Pluralsight Support](#).