

Issue when sending new invitation in Mailjet(New Account creation)

When we receive error while creating new user account in Mailjet and sending the invitation

Please send email to Mailjet vendor-

acadars@mailgun.com

"Hello Adrien,

We are not able to add the user in Mailjet.

Example-Eduarda.Lemesteixeira@solvay.com

We are getting the below error:

[blocked URL](#)

The user is inactive in the system
Could you please help to activate the user"

Once we get email from them informing they are activated, then we can go ahead and proceed with creating account for the user from scratch.