Troubleshooting Linking an AWS account

Modified on: Thu, March 6, 2025 at 6:16 PM

> *"The AWS account owner cannot see the invitation or join an AWS organization. "What is the cause and what can be done to solve it?"*

Possible solutions:

- You are already a member of another organization. Delete **your account from your current organization (https://docs.aws.amazon.com/organizations/latest/userguide/orgs_manage_accounts_remove.html#orgs_manage_accounts_leave-as-member)** and try again

- Your account is the **management account (https://docs.aws.amazon.com/organizations/latest/userguide/orgs_getting-started_concepts.html)** from another AWS organization. You cannot link an existing AWS organization to another. To move your account, you must convert it from a management account to a standalone account. For more information, see how to **delete all member accounts from your organization**. **https://docs.aws.amazon.com/organizations/latest/userguide/orgs_manage_accounts_remove.html#orgs_manage_accounts_remove-from-master**and **eliminate the organization (https://docs.aws.amazon.com/organizations/latest/userguide/orgs_manage_org_delete.html)** . *Note: Deleting an organization does not affect the services running on the account. You cannot change an administration account to an independent account if there are linked member or secondary accounts. You must first move the sub-accounts and then convert the management account into an independent account.*

- Your account is not verified or activated. Make sure to fully complete the account registration and activation process. Some services may take up to 48 hours to fully activate after the account registration process is complete. For more information, see **How do I create and activate a new AWS account? (https://aws.amazon.com/premiumsupport/knowledge-center/create-and-activate-aws-account/)**

- You did not accept the invitation to the organization or the organization did not send you one. Make sure you **accept the invitation** (**https://docs.aws.amazon.com/organizations/latest/userguide/orgs_manage_accounts_invites.html#orgs_manage_accounts_accept-decline-invite**) in the **Organizations console (https://console.aws.amazon.com/organizations/)** . You may need to wait a few minutes before the Organizations console or the Billing and Cost Management console reflects that you are a member of the organization. If you did not receive an invitation, ask the management account administrator to send you a new invitation

- Your account has a different seller of record or AWS partition than the management account of the organization you are trying to join. See **Why do I receive the error "You can only join an organization whose seller of record is the same as your account's"** when I try to join **an organization? (https://aws.amazon.com/premiumsupport/knowledge-center/organizations-seller-of-record-error/)**

- Make sure you are logged in with **administrator credentials** to the AWS account to which the invitation was sent. If you are logged into a different account, you will not be able to see the invitation

- Check if you have the necessary permissions to view the invitation. The invitation may have been sent to a different email address associated with the AWS account.

- Check if the invitation has expired. AWS invitations have a limited validity period (2 weeks), so make sure the invitation is still valid.

To submit a support request in StreamOne Ion, click the "?" icon in the top right menu bar or click Submit a Ticket (https://stream1.freshdesk.com/support/tickets/new) in the Knowledge Base. Fill in all required fields or read How to use StreamOne Freshdesk to submit and view support tickets (https://stream1.freshdesk.com/support/solutions/articles/44002357755-how-to- submit-and-view-support-tickets) for more information.

https://stream1.freshdesk.com/support/tickets/new)