

# In case of error

[日本語](#) / **English**

If an error occurs while using the JDCat analysis tool, please check the following.

- When creating a new analysis environment, has the number of analysis environments you already have reached the limit (10)? → Deleting an analysis environment
- Is the email address registered for your Orthros account an email address ending in **.ac.jp** or **.go.jp**? → Creating an Orthros account
  - To log in again with a different Orthros account, close all browser windows and try again. → Using an Orthros account
- Are you using a different Orthros account or a school-approved account in the same browser? → Use your browser's private window (secret window / InPrivate window).

## Inquiry

If you are unable to resolve the issue, please email us with the following information.

- Date of Occurrence
- Operation Procedure
- Content of the error message (or screenshot)
- Your user ID and registered email address of Orthros

Please address your email to:

- Research Center for Open Science and Data Platform (RCOS), National Institute of Informatics (NII). <cs-support@nii.ac.jp>