"Sorry, we weren't able to identify you" Error Message when Creating a PID

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Question:
When I try to create my PID, I keep getting the "Sorry, we weren't able to identify you with the information you provided" error message. What should I do?

Answer:
For instructions, see [Weren't Able to Identify You Error when Creating PID](https://vt4help.service-now.com/kb_view.do?sysparm_article=KB0010481) [5].

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[1] https://computing.vt.edu/category/categories/security-ids/pid