

## **Q: I cannot login to EMDESK - my account is inactive or locked. What should I do now?**

Your account is inactive due to security reasons. Most likely there is a chance your account has more than 3 failed attempts to login, which then locks it. In such an event, please use the "Forgot password" function at the login page. In some other cases, your access rights to a project might have been deactivated by the Project Coordinator, so please direct your request to a user with Coordinator Rights.

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