

Q: I invited a new user, but the user did not receive the invitation email. What should I do now?

Got back to myEMDESK > Project Settings > User Accounts and resend the invitation by clicking at the button Re-invite at the user entry in the panel "Not confirmed invitation." Also, ask the user to check their mailbox again in their spam, junk/filter folders or check if it is blocked by their ISP (Internet Service Provider). If it still not found, delete the previous invitation and try sending a new invitation using a different email address. Than during the new users registration, they can specify which email address to use.

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