

Q: Why doesn't the user invited by me receive the EMDESK invitation mail?

There are several things you can do.

First, try to re-send the invitation. Go to **[myEMDESK > Project Settings > User Accounts](#)** and re-send the invitation by clicking on the button *Re-invite* at the user entry in the panel *Not confirmed invitations*.

Second, ask the user whether they checked for the mail in the inbox of the mail account the invitation mail was sent to, check the email application's spam, junk folder or filter, and check if the emails from emdesk.eu/com may be blocked by the ISP (internet service provider).

Third, please try go to **[myEMDESK > Project Settings > User Accounts](#)** and delete the pending invitation by clicking on *Delete invitation* at the user entry in the panel *Not confirmed invitations*. Then, re-invite the user by using a different email address. During the registration, the user can specify the another email address as well.

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