Support and Help Site – EMDESK

Forgot Your Password?

If the password you've entered isn't working, first please check if you are correctly entering your password for EMDESK. Make sure that your caps lock key is turned off and ensure that you haven't entered any additional characters by mistake (such as by copying and pasting). Please note that passwords are case-sensitive.

If you are still unable to login you will need to reset your password. EMDESK will send you a randomly generated and secure password for you to login. Existing passwords will not be sent to users via email for security reasons.

1. Reset the password by clicking on ***Forgot Password?*** on the login page https://emdesk.eu/
2. Type in the email address you registered with EMDESK and click ***Send me a new password***
3. Check your email inbox for the password reset email
4. Click on the link inside the email to confirm the password reset request
5. Check your email inbox again for the password reset confirmation containing your new password

We will NEVER ask you for your password via email or in any other way. The only places you'll be asked for your password is when you sign into your account. You will always sign in via a secure connection, and we ask you to ensure that the address in your browser begins with https://emdesk.eu. A small padlock symbol must appear to indicate the secure connection.

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