

Forgot Your Username?

If you cannot remember your username or the username you're entering is not working, please double check that you've entered all the characters correctly. Make sure that your caps lock key is turned off or that you did not enter any additional characters by mistake (such as by copying and pasting) please note that usernames are case-sensitive.

Should this not work or you've forgotten your username, you can retrieve your username as follows:

1. Go to the login page <https://emdesk.eu/> and click on **Forgot Username?**
2. Type in your email address registered with EMDESK and click **Request username**
3. Check your email inbox for the username request email
4. Click on the link inside the email to confirm the username request
5. Check your email inbox again for the username request email containing your username

You can also contact a user with *Coordinator Rights* in one of your project(s) and ask them to tell you your username by looking at **myEMDESK > Project Settings > User Accounts** or contact us via support@emdesk.com using the email address registered with EMDESK.

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