

# I forgot my Help Desk Account password. What should I do?

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if you forgot your [Help Desk Account](#) credential, you can simply raise a question to our Sales Department. Please kindly provide information, such as your **domain name**, **full name** and **email address** for verification purposes. If you are unable to provide these details OR the details provided do not match the detail stored on our system, we reserve full rights to reject your request for user credentials. This is important as we need to ensure that we are only giving the credentials to the correct, authorized person only.