

# I cannot login to my Domain Registration Portal. What should I do?

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if you forgot your [Domain Registration Portal](#) credential, you can simply raise a ticket via our [Help Desk System](#). 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.