

How can I retrieve my username and password?

Question

How to request a password reset?

Answer

If you have forgotten / lost your password, you can request a password reset by using the online form

[Lost your password?](#)

Note: If you have added IP restriction (IP whitelist) in your account for RCP (Reseller Control Panel), you should access the password reset link from one of the whitelisted IP addresses. If the password reset link is getting redirected to sign in page, please refer to [this article](#).

Forgotten the username?

Have you tried your e-mail address?

If your email address does not work or in case the username is lost or forgotten, please create a ticket to contact us from [here](#).

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