Mailboxes: Troubleshooting

I've lost my password and can't log in anymore

If you've lost your password and can't log in, don't worry — there are two ways to recover access:

1. **Use Your Alternative Email Address**
   When you create a mailbox, it's important to add an *alternative email address*. This address will be used for password recovery. To reset your password:

- Click on **"I Forgot Password"** on the login page.
- Recovery instructions will be sent to your alternative email address.
  (If you haven't set an alternative email, we recommend doing so as soon as you regain access.)

2. **Set a New Password via Joker.com**
   You can also set a new password directly through Joker.com. Detailed instructions are available here.

Two-Factor Authentication (2FA): Setup and Recovery

Setting Up 2FA

1. Click on **"Initial Setup"** to begin.
2. A *secret* and *recovery codes* will be generated automatically.
3. In your authenticator app, scan the QR code or manually enter the *secret* to generate one-time codes.
4. Check the box labeled **"Activate"** to enable 2FA.

That's it! The next time you log in, 2FA will be active.

> **Important:** Be sure to **save and securely store your recovery codes**. You may need them if you ever encounter issues with your authenticator app.

Recovering Access

If you, for some reason,n cannot log in using a one-time password (OTP) from your authenticator app, you can use one of your recovery codes. After the initial setup, you receive **four recovery codes**, and **each code can only be used once**.

Once you've logged in with a recovery code, you can set up 2FA again by scanning a new QR code with your authenticator app.
You can also manually create a new set of recovery codes at any time.

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