

# Restore Access to Your Account

## You forgot your password

You can easily recover it by clicking "forgot password" in the login section. Please refer to our [Step-by-Step instructions](#).

## You have lost your device for 2FA

As a domain registrar, JOKER.com is committed to security - particularly account/domain data protection. We cannot simply switch off 2FA and give you access to the account.

If you want us to switch off the 2FA, **you must verify your identity first** and prove you are indeed the account/domain holder.

Therefore, please send us a copy of an official document (identity card, or driving license, or passport) that confirms:

- registrant's name
- registrant's address
- organization name and address (utility bill)

Once your identity is verified, we can proceed with further assistance.

## You have lost your credentials completely

In this case, the only option left is to move your domain to a new active account. Please, refer to [this article](#) for instructions.