

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.

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