

## **Access – EU Login - What happens if I don't receive an e-mail containing a link to reset my password?**

An email containing a URL to reactivate your password will be sent to the email address linked to your EU Login account. Passwords are managed by EU Login, not by the SFC2021 Support Team, and it happens that the email sent by EU Login doesn't reach the user's mailbox because he uses filters (ex.:spam filter) or the email linked to his account is no longer valid.

If you have tried to reset your password but this has not solved your problem and you believe there's an issue with your registration or your username/password in EU Login, register an incident with the EU Login External Support for the 'ACCESS-RIGHTS' team. Refer to [Contact support for assistance](#).

You can find more information via the Help link on the login page <https://webgate.ec.europa.eu/cas> .

Tags

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