

Forgotten Username and/or Password

Before you go to [request new password](#) make sure that you spelled your username/password correctly. While the username field is case-**insensitive**, the password field is **case-sensitive**.

Still not working? Then go to [request new password](#) and enter either your username or the e-mail address that you have provided on our site. You will be notified by the system if the username/e-mail address you provided is not in our database. If the username/e-mail address is recognised by the system, further instructions are sent to your e-mail address. This includes a one-time login link. By following the link, you are able to login into your account without the need of providing your username or password. You are then redirected to your account settings where you are able to change your password.

The screenshot shows a user account settings page. At the top, the username "John Doe" is displayed in a blue font, enclosed in a red rectangular box. A red arrow points from the text "your username" to the box. Below this, a message with a warning icon states: "You have just used your one-time login link. It is no longer necessary to use this link to login. Please change your password." Underneath is a section titled "Account information" containing a form. The form has three main sections: "E-mail address: *" with a text input field containing "c2uk@gmx.de" and a descriptive paragraph; "Password:" with a text input field; and "Confirm password:" with another text input field. A red rectangular box highlights both the "Password:" and "Confirm password:" fields. A red arrow points from the text "change your password" to this box. Below the form, a note reads: "To change the current user password, enter the new password in both fields."