

Joker.com FAQ

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1.2 Login Account

How can I use the Joker.com system?

The Joker.com Registrar System

You have to [register](#) yourself at Joker.com to be able to use the system and order or renew domain names.

Registration is an easy step - we only need a **login name** and a valid **email address** from you.

A password will be sent to this email address.

If you have forgotten your password, please use the link "**send password**" in the login/register menu.

A new password will be sent by email.

Please also consider the activation of our [Two-factor-authentication](#), which provides a high level of security for your account.

Keywords: account,usage,lost password

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1.2 Login Account

Why did I receive an email than links to a Joker.com password?

Joker.com Password Handling

There are at least four possible scenarios:

- You did register yourself at our website [Joker.com](https://joker.com).
- You have forgotten your password and requested a new one via the Joker.com website.
- Someone has tried to register your email address. If it wasn't you, **please just ignore it.** Someone else may have just made a typing mistake with the email address. You won't get harmed.
- Your email address is associated with a user registered with us, and someone has entered that username and pressed the "Send me my forgotten password" button. Sometimes a customer enters the wrong username (e.g. due to a typo) for which a new password should be generated. **You can safely ignore this, as it has no effect on you or your access.**

Joker.com only sends references to newly generated passwords by email. These are only ever sent to a unique combination of username and email address. You will never see the password of another user!

Joker.com stores passwords exclusively in the form of so-called hashes, in a recognized cryptographic process. Therefore Joker.com can never send or display your old password.

Please also consider the activation of our [Two-factor-authentication](#), which provides a high level of security for your account.

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Keywords: account, password

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1.2 Login Account

How to change the password?

Change of Password

Please login to Joker.com, and visit ["My Joker" => "My Profile"](#) using your current login name and password.

There you will find the "**Change Password**" dialogue.

In case you have lost your username or password, please visit "[Recover Password](#)" in the "Login"-menu.

Keywords: login, account, change password

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1.2 Login Account

How could I change my email address?

Change of Email address

If you are logged in, you can **change your email address** by visiting ['My Joker' => "My Profile"](#).

There you will find the "**change email**" form.

This procedure will send a **verification link** to the new email address. The old address remains active until this **verification link** has been clicked.

Please also consider the activation of our [Two-factor-authentication](#), which provides a high level of security for your account.

Keywords: login,account,email

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1.2 Login Account

What can I do if my login does not work?

Solve login problems

If you have forgotten your username or password, please visit "[Send password](#)" in the "Login" menu.

There you can **not only reset your password** but also have your **username** sent to you.

If you have activated **two-factor authentication** (2FA) and you have lost access to your Authenticator app, please use your **recovery code** to regain access.

You received the recovery code when you activated 2FA.

To enter the recovery code, click on the "Help" icon when you log in - there you will find the [link to the 2FA recovery](#).

If you have lost your recovery code, please contact our [support](#). The form there allows you to upload a suitable document for proof of identity.

Please find out more about 2FA at Joker.com here: [What is 'Two-factor authentication \(2FA\)'](#)?

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