

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://www.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, 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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