

## 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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