

# I am not receiving any emails (activation link, forgotten password)

If you do not receive any emails, there may be several reasons for this:

- **SPAM**

It is possible that the email with the activation link has landed in your SPAM folder. Please check there.

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- **Incorrect email address**

It is possible that you entered an incorrect e-mail address when you registered. To find this out, you can simply try to register again. If the email address already exists, you will be notified accordingly.

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- **No registration**

A third possibility could be that you are not yet registered. In this case you can also simply try to register. If the email address already exists, you will be notified accordingly.

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