

# **I have lost my password and cannot connect to my Onion Mail account. Can I reset or recover my password?**

If you have lost your password or do not remember how to access your Onion Mail account, the Team cannot help you. Each account is anonymous and the mailbox is encrypted and for this reason we cannot help you recover your password or restore your mailbox.

Unique solution ID: #1005

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Last update: 2022-09-11 11:23