

Redmine - Defect #39893

Password reset is not possible

2023-12-20 16:36 - Salman Khan

Status:	Needs feedback	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Website (redmine.org)	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:			
Description			
Hello, I'm trying to reset my password, but I don't get any email with a reset option.			

History

#1 - 2023-12-20 16:50 - Holger Just

Is this related to your user account at <https://www.redmine.org>, or your own installation somewhere else?

#2 - 2023-12-21 08:50 - Salman Khan

Holger Just wrote in [#note-1](#):

Is this related to your user account at <https://www.redmine.org>, or your own installation somewhere else?

it's related to my user account at redmine.org

#3 - 2023-12-22 14:40 - Salman Khan

Salman Khan wrote in [#note-2](#):

Holger Just wrote in [#note-1](#):

Is this related to your user account at <https://www.redmine.org>, or your own installation somewhere else?

it's related to my user account at redmine.org

Is it possible to contact a support team because it is urgent

#4 - 2023-12-24 16:30 - Holger Just

- *Category set to Website (redmine.org)*

- *Status changed from New to Needs feedback*

redmine.org usually does sent all mails as indicated.

If you are not receiving an expected mail in your inbox, this is usually caused an over-eager spam or mail filter in your email account which sorts the mail into a different mail folder.

Accordingly, please check your spam folder or other possible folders the mail may have been sorted into. Gmail for example is eager to automatically sort some mails into different folders for automatic messages, newsletters, or other concerns. You can [view all mails](#)) though. If you still can't find the mail, please contact the support channels of your mail provider so that they can help you track down the the specific mail in your mail account.