

# I did not receive my login details by e-mail.



You are here:

[EDQM FAQs](#) / [EDQM FAQs in English](#) / [EDQM ELECTRONIC PUBLICATIONS - TECHNICAL SUPPORT](#) / [European Pharmacopoeia \(Ph. Eur.\)](#)  
/ I did not receive my login details by e-mail.

## Answer:

For security reasons, we do not send login details by e-mail. If you did not receive an e-mail with the link and instructions for registering on the platform, it is possible that your e-mail server automatically deleted the message or moved it to your spam or junk folder. Please contact your system administrator to locate the missing e-mail.

For full details about creating an account, please consult the [User Manual](#).