

# Resetting Your Client Area Password \*

To reset the password for your Client Area (dashboard), you'll need to know your username, which may not be your email address. If you don't remember your username, you can request an email with your username. Once you know your username, you can reset your password.

## Not Receiving Any Email?

Depending on your email provider or spam settings, our emails might end up in your spam folder.

If your email provider is Microsoft (e.g., outlook.com or Office 365), you may need to add our domain (ovs.host) to your Safe Senders and Recipients list to receive our emails. Follow these instructions:

<https://support.microsoft.com/en-us/office/filter-junk-email-and-spam-in-outlook-on-the-web-db786e79-54e2-40cc-904f-d89d57b7f41d>

## Can Your Password Be Reset Manually or via Live Chat?

If you're unable to recover your password through your email account, we can manually reset your password after confirming your identity using various methods associated with your account. To protect your security, we can't disclose which methods are used to prevent potential social engineering attacks and other security risks.

If you're still experiencing difficulties resetting your password, don't hesitate to contact us for further assistance.

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