European Union Aviation Safety Agency

# Website

## How to unsubscribe from the EASA website email and/or push notifications?

### Answer

Follow the steps below to unsubscribe:

1. Login to your account
2. Click on your name on the top right and select “Manage personalisation settings”
3. Afterwards click “Disable all email notifications” and/or “Disable all push notifications“




In case you want to delete your account please visit our FAQ: How to delete your EASA account for the website and community network?

**Last updated:**
01/09/2021

**Link:**
https://www.easa.europa.eu/en/faq/120757

## How to delete your EASA account for the website and community network?

### Answer

To delete your EASA Website and Community network account please follow the steps below:

1. Login to your account
2. Click on your name on the top right and select 'My account'.
3. At the bottom click 'Delete your account'

4. Click 'Send email to confirm EASA account deletion'.
5. You will now receive an email to verify your request. Please follow the instructions in the email.

*Please be aware that the deletion of your EASA account will also* ***delete your membership of any EASA community network*** *you might have joined.*

In case you still want to keep your account but want to receive less email/push notifications from the website please visit our FAQ: How to unsubscribe from the EASA website email and/or push notifications?

For additional information, please do not hesitate to contact us atwebsite [at] easa.europa.eu.

**Last updated:**
06/09/2021

**Link:**
https://www.easa.europa.eu/en/faq/128382

## My account is blocked or not activated, what can I do?

**Answer**

If you want to login but you get the message:

"The username *your [at] email.com* has not been activated or is blocked."

It could be that you have not verified your email address yet, please check the following:

- In case you have just created an account, we suggest to wait at least 15 minutes.
- Please check your Spam folder, the email is send from no-reply [at] easa.europa.eu (no-reply[at]easa[dot]europa[dot]eu)
- Contact your IT department to ensure the mail filter software is not blocking the emails send from no-reply [at] easa.europa.eu (no-reply[at]easa[dot]europa[dot]eu) and/or 192.254.124.43

**Last updated:**
17/12/2021

**Link:**
https://www.easa.europa.eu/en/faq/115473

## The website account verification email or email notifications do not arrive,

## what can I do?

**Answer**

If you just created an account but did not receive an email to verify your account or if you don't receive email notifications from the website, please follow the steps below:

1. **Verification email only:** It could be that the email is delayed, we suggest to wait at least 15 minutes.
2. **Verification email only:** In case you don't verify your account immediately you will receive a reminder email after 2 days. After 3 days your account request will be removed and you would need to start again.
3. Please check your Spam folder, the email is send from no-reply [at] easa.europa.eu and for verification emails it will have as subject “Verify your email address – Finish EASA account creation”
4. Contact your IT department to ensure the mail filter software is not blocking the emails send from no-reply [at] easa.europa.eu (no-reply[at]easa[dot]europa[dot]eu) and/or 192.254.124.43

**Last updated:**
12/06/2022

**Link:**
https://www.easa.europa.eu/en/faq/115472

## I have forgotten my password, how can I reset my password on the EASA website?

**Answer**

You can reset your password by going to the reset password page and enter the email address of your EASA website account.

**Last updated:**
18/01/2023

**Link:**
https://www.easa.europa.eu/en/faq/137482

## How can I change my email address used on the EASA website?

**Answer**

To change your email address you should follow the steps below:

- Login to your account
- Click on your name on the top right
- Click on 'my account'
- Click on 'edit profile'
- Enter your **current password** and **new email address**
- A confirmation email will be send to your **new email address**.
- Click on the confirmation link in the email
  - It's important that this confirmation link is opened in the same internet browser which you are logged in with.

**Last updated:**

18/01/2023

**Link:**

https://www.easa.europa.eu/en/faq/137483

## How can I change the account details(organisation, title, ...) of my EASA website account?

**Answer**

To change your account details please follow the steps below:

- Login to your account
- Click on your name on the top right
- Click on 'my account'
- Click on 'edit profile'
- Make the needed changes to your profile and save

**Last updated:**

25/04/2023

**Link:**

https://www.easa.europa.eu/en/faq/137854