European Union Aviation Safety Agency

FAQ n.115472

FAQs:

Website

Question:

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