

Q. Why didn't I get my "Reset Password" email for my account?

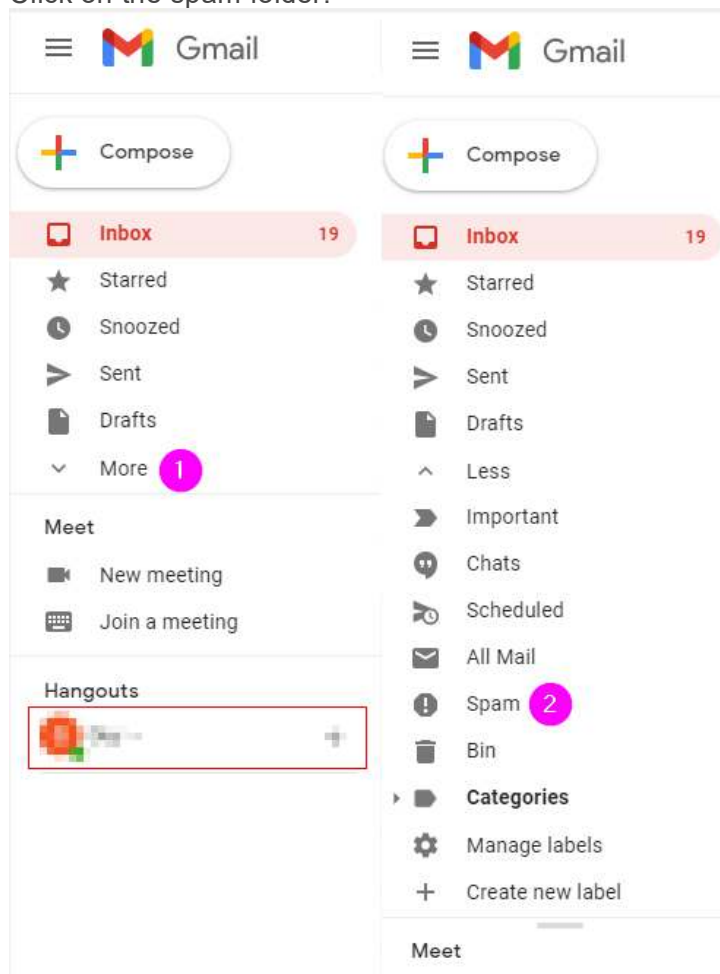
Did you try resetting your account password, but never received the "Reset Your Password" email? There are a few things that may have caused this.

A1. The email might be in your spam folder or has been blocked.

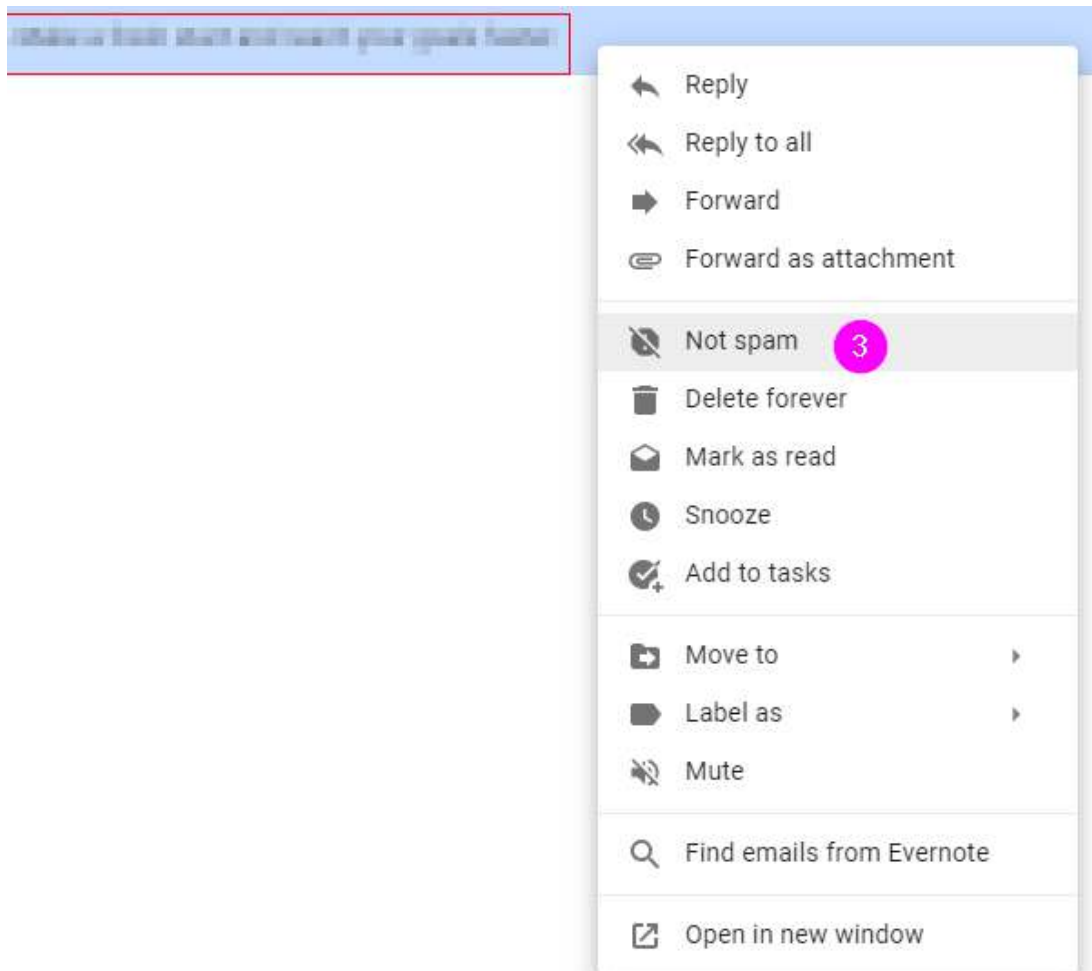
In some cases, the spam filtering system on your email client might have misidentified the automated "Reset Your Password" email as being spam. It's also possible that your company's servers might have blocked your email due to security firewalls.

What to do next:

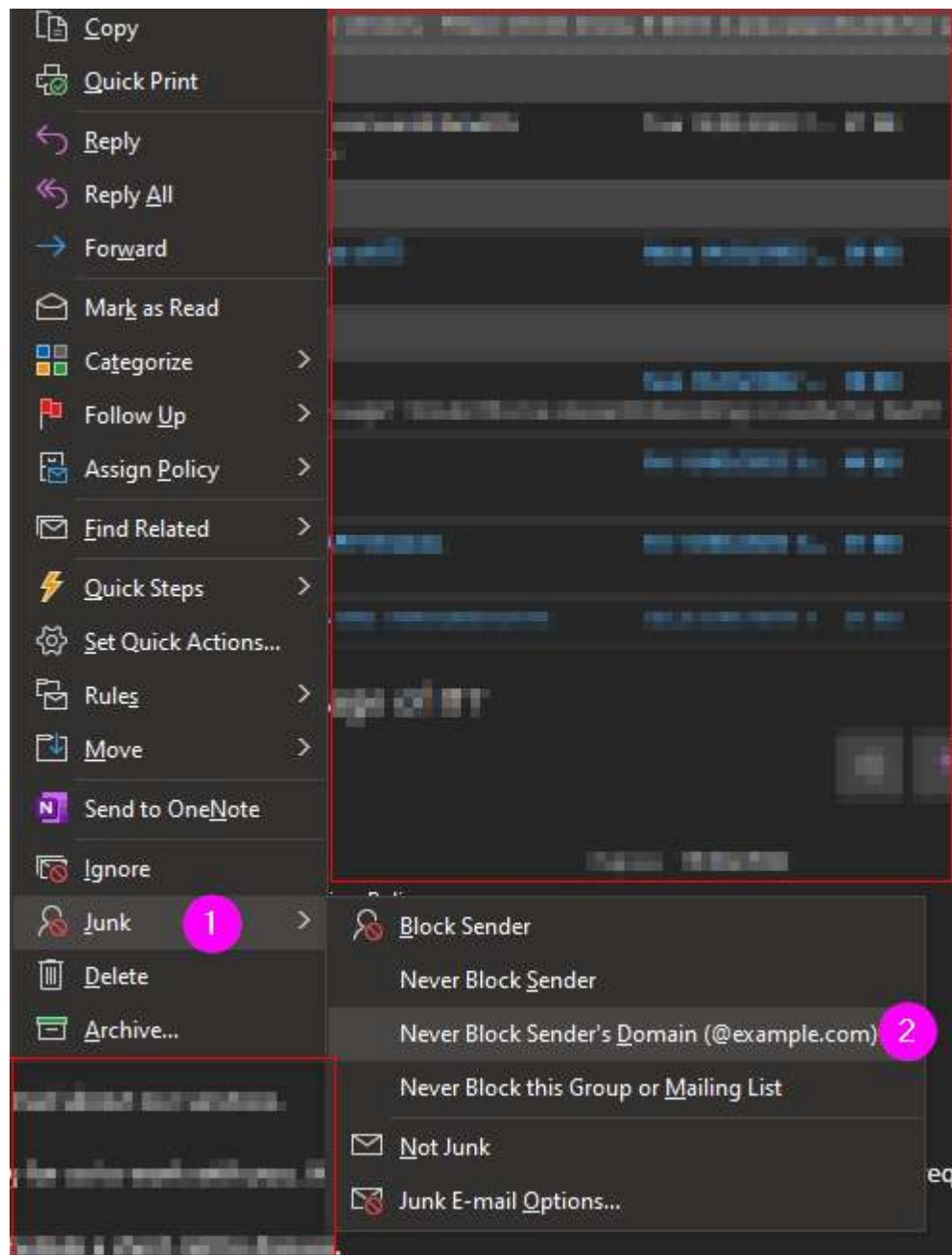
- Check the "Spam" folder in your email inbox.
 - For Gmail users:
 - Click "More" in the left option panel.
 - Click on the spam folder.



- If the email is in the spam folder, be sure to right click on it and mark it as “Not Spam”.



- For Outlook users:
 - Check the “Junk Email” Folder
 - IF you find the email, be sure to remove the block in the following manner.
 - Right click on the email > Junk > Never block sender’s domain.



- If you still cannot find the email, you will need to contact the your IT department and ask them to allow (Whitelist) the zeeFi.io domain name so that these emails are not automatically blocked.

A2. You might have entered the wrong email address.

When you enter an email address on the **Forgot Password** page at <https://portal.zeeFi.io/s/login/ForgotPassword> the confirmation page is displayed regardless of whether you entered the right email address or not. To protect your account's security, and to deter phishing attacks, we cannot confirm whether the email address you entered is registered with our system.

A3. Your account might be locked

If you enter the wrong password over 5 times, the account associated with the username will be locked for security purposes. This is to ensure that automated attacks cannot gain access to the system. In these situations, the password reset email will not be triggered. If your account is locked, please contact support at support@zeeFi.io or call us on 1800 324 909 and we will work to unlock your account.