

## How to login

Modified on: Fri, 6 Mar, 2020 at 4:04 PM

**To use your Mr Beam II you have to log in with your access data (email address and password).**

### Security Feature

This is a security feature to prevent people who know your Wi-Fi password, or unauthorized users from the Internet, from launching your Mr Beam II, potentially causing damage to the device or even a fire. This security feature can not be turned off.

### Forgot Login

If you have forgotten your access data, please contact our support team by **creating a new ticket** (<https://mr-beam.freshdesk.com/de/support/tickets/new>).

Please be sure to include the **serial number** of your Mr Beam II. In most cases, we will send you a reset file and instructions for resetting your Mr Beam with a USB stick.