Title: When will I get my user ID from Computershare?

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Created 2022-01-23 19:06:07 UTC

Permalink: /r/GME/comments/sb13ym/when_will_i_get_my_user_id_from_computershare/

Url: https://www.reddit.com/r/GME/comments/sb13ym/when_will_i_get_my_user_id_from_computershare/

On the 19th I attempted to make a Computershare account to start to DRS my GME shares. I've received emails and texts from them but I can't see anything that is a User ID. When I go through the "forgot my ID" option it says there's nothing registered to my email address.

Do I just need to wait longer?