

## 1Password Account Login Recovery:

- If you have forgotten your 1Password login password and do not have any active login in the 1Password app or browser, create an IT Helpdesk ticket to recover your account.
- Once 1Password admin begins recovery for your account, you should receive an email from 1Password with **Subject: “Recover your Contentstack Team account”** on your Contentstack email.
- Once you click on the **“recover my account”** option in the email it will open the browser and prompt for a six digit verification code for email confirmation.
- You should have received the verification code on your email, enter the same and click on next.
- The option to **set your account password** will appear now, enter a new password and confirm the same.
- When the new password is set you should now get the below message to download and save your **emergency kit which has the secret key**.
- **Please save the document which will help you to login to 1Password.**
- Try now login to 1Password [loginpage](#) with the newly set password. Also you should have received the below email to your mailbox with **“Subject: Recovery complete: Sign back in to your Contentstack Team account”**
- Follow the email to complete the recovery, sign-in with a new password and the Secret key.
- **It is recommended to download and configure the 1Password application with your account, new password and secret key.**  
Download the latest version from <https://1password.com/downloads/>. You can always check your secret key from the 1password login, please refer the below documents for the same <https://support.1password.com/secret-key/>