

## Retrieve Customer Number

If you cannot remember your Customer Number, you may retrieve it and then attempt to log in again.

### Retrieve Customer Number

If you cannot remember your Customer Number, you may attempt to retrieve it now.

1. Select a product you have purchased from the drop-down menu and enter your information for that product. For example, if you select Domain Name, enter a domain name you registered using this account.

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2. Enter the security access code displayed below.

3. Click Continue.

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To retrieve your customer number:

1. Select a product set up using this account from the drop-down menu and enter the appropriate identifying information for the product. For example, for Domain Name, enter a domain name registered using this account.
2. Enter the security access code by retyping the graphic number displayed in the box above the entry field. This is a protection against computer attacks on our password reset system.
3. Click Continue.

**Verify Email Address**

A message containing your Customer Number will be sent to the email address on file for this account, which is shown below.

If this email address is valid, click Continue and we will send the email message.

If this email address is not valid, please complete the [Email Change Form](#) and fax it to us with the necessary documentation to change your email address or click Back to return to the previous page.

**Email Address:** \*\*\*\*\*@Customer.com

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4. Verify your email address. A message containing your Customer Number will be sent to the email address on file for this account. The name on the email address is masked with \*\*\*\* for security purposes. However, the rest of the email address is visible, for example \*\*\*\*@email.com. The number of \* corresponds to the number of characters in the name of the email address, for example, John@email.com is \*\*\*\*@email.com, while Jennifer@email.com is \*\*\*\*@email.com.
  - If this email address is valid, click Continue and we will send the email.
  - If you believe the email address is not valid, you can complete the Email Change Form and fax it to us with the necessary documentation to change the email address.