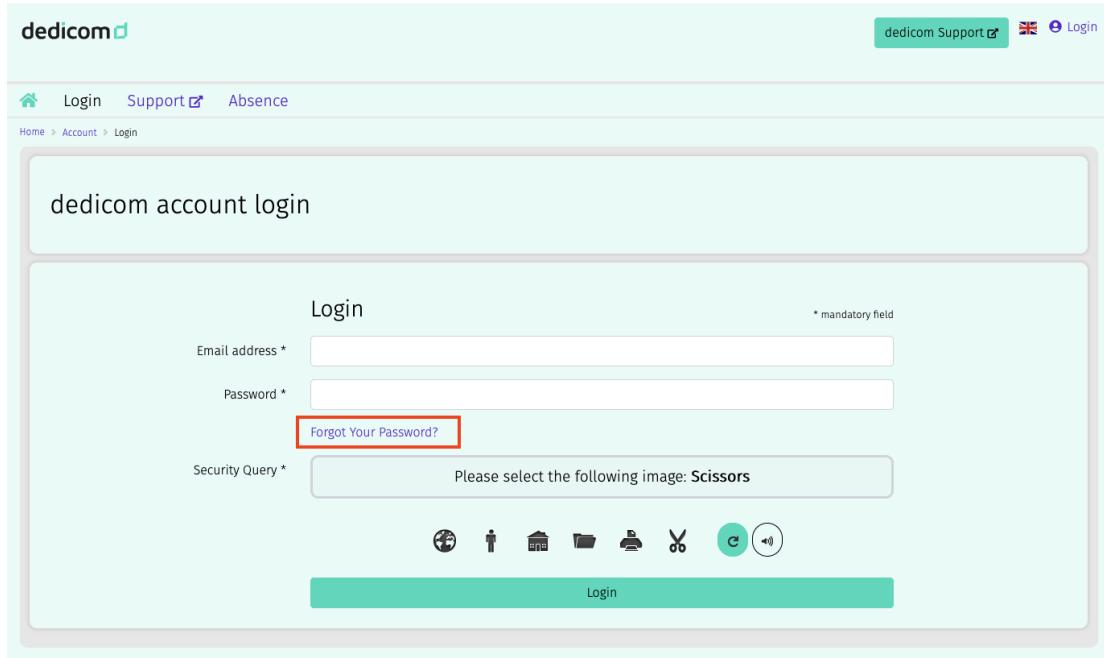


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Reset password for your dedicom account

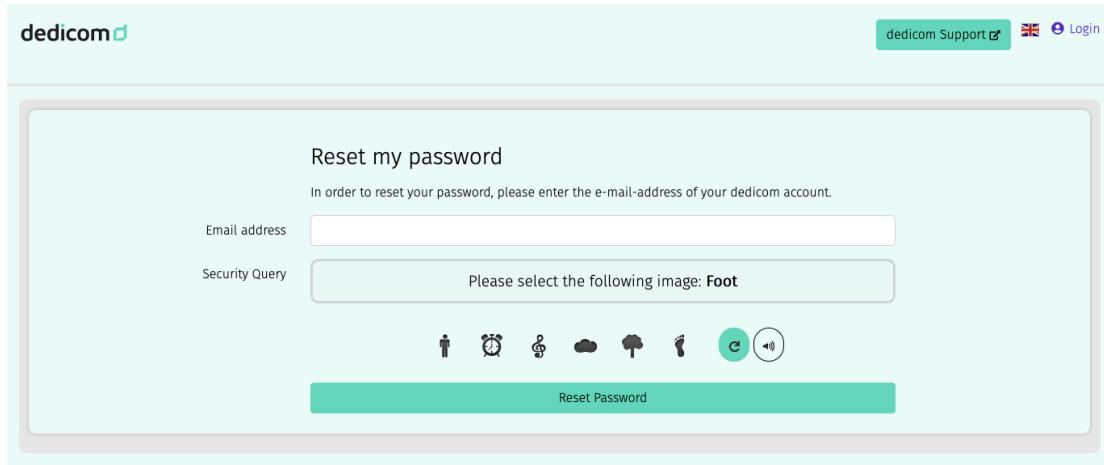
Joachim Ulbrich - 2025-06-27 - [Login & ordering](#)

You can easily reset your password in the login screen of your dedicom account. To do this, go to <https://service.dedicom.de/konto/login> and click on 'Forgott your password?



The screenshot shows the dedicom account login page. At the top, there are links for 'Login', 'Support', and 'Absence'. Below that, a breadcrumb navigation shows 'Home > Account > Login'. The main form is titled 'dedicom account login'. It contains fields for 'Email address *' and 'Password *'. Below these is a link 'Forgot Your Password?' which is highlighted with a red box. Further down, there is a 'Security Query *' field with a dropdown menu showing 'Scissors' and a CAPTCHA image below it. At the bottom of the form is a 'Login' button.

On the next page, please enter the e-mail address associated with your dedicom account. Then click on 'Reset password'.



The screenshot shows the 'Reset my password' page. At the top, there is a link 'Reset my password'. Below that, a message says 'In order to reset your password, please enter the e-mail-address of your dedicom account.' There are fields for 'Email address' and 'Security Query'. The 'Security Query' field has a dropdown menu showing 'Foot' and a CAPTCHA image below it. At the bottom of the form is a 'Reset Password' button.

Important: For data protection reasons, an e-mail will only be sent to the address associated with the dedicom account. We usually have two e-mail addresses on file - the business e-mail address and the private e-mail address.

If you do not receive an e-mail, you have probably activated the account to the other e-mail address. Please try resetting your account with a different e-mail address.

If necessary, please also check your spam folder if you do not receive the e-mail.

Then follow the activation link in the 'Reset password' e-mail.