13.11 I Did Not Receive a LightDrive Email

1. Check Spam, Junk, Promotions, quarantine, and mail rules at the recovery-email provider.
2. Confirm the recovery address under **Settings → Account**.
3. Use the available resend control once.
4. Add the LightDrive sender to the provider’s allowed contacts or senders.
5. Wait several minutes before another request so older verification or reset links are not confused with the newest one.

Support-ticket responses also appear under **Settings → Support** and in Vault notifications. If a security, verification, or password-reset message still does not arrive, contact Support from the recovery address and provide the LightDrive ID.

Current online article: https://help.lightdrive.one/troubleshooting/i-did-not-receive-a-lightdrive-email

Generated September 30, 2026