

MY ACCOUNT > LOG IN & UNLOCK

# I Forgot my Master Password

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Bitwarden operates with zero-knowledge encryption. This means that Bitwarden has zero knowledge of, way to retrieve, or way to reset your master password. There are, however, a few steps you can take to try to regain access to your account:

1. Check that you have the [right server selected](#) when you try to log in. Bitwarden data regions are separate, and your account only exists in the region where it was first created. Selecting your server is necessary before trying the following steps.
2. Try logging in on another device.
3. Get a master password hint. If you have one setup, a hint will be emailed to your inbox when you interact with [this page](#). If you don't have a hint setup, you'll get an email reporting this.
4. If you have [emergency access](#) enabled, contact your trusted emergency contact to regain read or takeover access to your account.
5. If your organization uses [account recovery](#), reach out to your administrator to reset your master password.
6. If the browser you are using to access the web app is a known device (has been registered with [Log in with Device](#)), the account can be accessed on the web app.
7. If an encryption-enabled (PRF) [Log in Passkey](#) has been registered with your Bitwarden account, you can log in with that.

If none of these options get you access to your account, you will need to delete your account and start a new one:

### Warning

Deleting your account will delete all individually-owned items stored in it, this will include any saved attachments.

Before deleting your account, check to see if you are actively logged in to any Bitwarden mobile apps, browser extensions, or desktop apps. If you are, you should manually catalogue your data so that you can add it back in to the new account.

1. Navigate to [vault.bitwarden.com/#/recover-delete](https://vault.bitwarden.com/#/recover-delete) or [vault.bitwarden.eu/#/recover-delete](https://vault.bitwarden.eu/#/recover-delete).
2. Enter the email address associated with your account and select **Submit**.
3. In your inbox, open the email from Bitwarden and verify that you would like to delete the account.

### Note

If you are the sole owner of an organization, attempting to delete your account will result in an error message. Please contact [support](#) for assistance to delete the organization.

## Next steps

If you had to delete a Bitwarden account with a premium subscription, please [contact us](#) in order to reapply your existing subscription to the new account.