

Your email address is not recognised

How to get access anyway: with your latest Memo•Offitel invoice.

A2<https://cockpit.memo-offitel.be/>**FOR**

Anyone who gets a 'not recognised' message

TIME

5 minutes + our check

YOU WILL LEARN

Requesting access with your invoice

1 The message

You entered your email address at <https://cockpit.memo-offitel.be/> and Cockpit does not know it yet. You see the message shown here, and we send you an email straight away.

No account is created yet.

① naam@uwbedrijf.be

Uw e-mailadres is niet herkend. We hebben u een e-mail gestuurd met de volgende stap.

Ander e-mailadres

2 Reply with your latest invoice

You receive an email from **Migratie@Memo-Offitel.be** with a reference in the subject, such as CP-00042.

Click **Reply** and attach your **latest Memo•Offitel invoice** (PDF). Keep the subject unchanged and reply from the same address.

From: Migration Memo•Offitel

Subject: Memo Cockpit – your email address is not known [ref. CP-00042]

Dear customer,

You tried to log in to Memo Cockpit with the email address name@yourcompany.com. This email address is not known to us.

Please reply to this email with your latest Memo•Offitel invoice, so we can check which customer you need access for.

The Migration Team

3 We check your invoice

Our team links your email address to the company on the invoice. You then receive an email confirming that your account is linked and you can log in to Cockpit. If we cannot link you, we will also let you know by email.

4 Log in like any known customer

Go back to <https://cockpit.memo-offitel.be/>, enter your email address and follow **guide A1**: you receive a code by email, choose a password and you are in.

MEMO COCKPIT STG

Account maken

Registreren voor toegang tot Memo Cockpit Stg

naam@uwbedrijf.be

Hebt u een account? Meld u dan in plaats daarvan aan

Vorige

Volgende



Aanmelden met memo.be SSO

Good to know

- You receive at most one such email per day.
- Without a reply within 14 days, the request expires. Simply enter your address again.

No email received?

Check your junk mail folder, or contact our migration team.

Questions? Our migration team is happy to help.

+32 52 89 84 31 · Migratie@Memo-Offitel.be

Screenshots of the Dutch-language interface, with sample data. Your screen may differ slightly. Version 0.1 · October 2026.