

Hi, you're through to the Spotify for Artists support bot. A human will help if you get stuck.

Welcome bot at Oct 15, 03:45 PM

What do you need help with?

Spotify for Artists bot at Oct 15, 03:45 PM

[Access and login](#) [Discography](#) [Artist profile](#) [Promotion and pitching](#) [Stats](#)
Access and login

You at Oct 15, 03:45 PM

Which topic best fits your issue?

Spotify for Artists bot at Oct 15, 03:46 PM

[Claiming an artist profile](#) [Team management](#) [Login issues](#) [Getting music on Spotify](#) [Other](#)
Login issues

You at Oct 15, 03:46 PM

You need to join your artist or label team before you can log in. [Head here](#), log into your personal Spotify account, and submit your request.

Spotify for Artists bot at Oct 15, 03:46 PM

If you already have access to Spotify for Artists but can't log in, it's possible you're logging into a different Spotify account.

Spotify for Artists bot at Oct 15, 03:46 PM

Try using other email addresses you own, or logging in through Facebook, Apple, or Google.

Spotify for Artists bot at Oct 15, 03:46 PM

If you don't remember your password, [reset it here](#).

Spotify for Artists bot at Oct 15, 03:46 PM

Do you still need help?

Spotify for Artists bot at Oct 15, 03:46 PM

[Speak to an advisor](#) [Close conversation](#) [Choose another topic](#)
Speak to an advisor

You at Oct 15, 03:46 PM

OK, let's connect you with an advisor. First, we need to collect 4 pieces of info from you.

Spotify for Artists bot at Oct 15, 03:46 PM

What's your name?

Spotify for Artists bot at Oct 15, 03:46 PM

Danudjaditya

You at Oct 15, 03:46 PM

What's your email?

Spotify for Artists bot at Oct 15, 03:46 PM

danudja.aditya@gmail.com

You at Oct 15, 03:46 PM

Is your music on Spotify?

Spotify for Artists bot at Oct 15, 03:46 PM

Yes

You at Oct 15, 03:47 PM

What's your Spotify artist URL? Find this on your artist profile by selecting '...' > Share > Copy link

Spotify for Artists bot at Oct 15, 03:47 PM

<https://open.spotify.com/artist/5aphgLYfSNs5XwqZ6WZqM7?si=w2DEzECWTya3AajY8LixRQ>

You at Oct 15, 03:47 PM

Tell us more about what's going on and how we can help. You can use the + or paperclip icon to add a screenshot.

Spotify for Artists bot at Oct 15, 03:47 PM

I lost access to Spotify For Artist for Danudjaditya, my band.

You at Oct 15, 03:47 PM

Transferring you to an advisor... Our advisors aim to get back to your messages within 5 minutes. If you can't stick around, you can return to your conversation later.

Spotify for Artists bot at Oct 15, 03:47 PM

You're now connected to Leo John D.

Hi Leo

You at Oct 15, 03:47 PM

Hi! I'm Leo from Artist Services. It may take a few minutes for me to reply but I'll be right with you.

Leo John D at Oct 15, 03:48 PM

My name is Danudjaditya, i lost my access to Danudjaditya's spotify for artist using my email, im the only admin

You at Oct 15, 03:48 PM

I use another email before, but the email cannot access the SFA so i use this email.

You at Oct 15, 03:49 PM

But still i cannot login, because i have to contact the admin.

You at Oct 15, 03:49 PM

Is it because my previous email (that i lost access) dont have a spotify account? I claim it on 2021

You at Oct 15, 03:50 PM

Thanks for waiting! Checking backstage it seems that your artist profile is linked to this email address: da*****p@gmail.com (*masked for security) Do you remember this email?

Leo John D at Oct 15, 03:51 PM

In case I become unavailable while we're working on your case, you will be connected to the next available advisor. No worries, I am saving notes on the profile so rest assured that they can review the case.

Leo John D at Oct 15, 03:52 PM

Wait ill check my computer

You at Oct 15, 03:52 PM

Ok sure.

Leo John D at Oct 15, 03:53 PM

i dont remember the email

You at Oct 15, 03:57 PM

danudjaditya.music@gmail.com the last account i remember

You at Oct 15, 03:57 PM

You're now connected to Shoaib R.

Hi there! I am Shoaib from Spotify Artist Support. Let me quickly go through your previous interaction so we can get started.

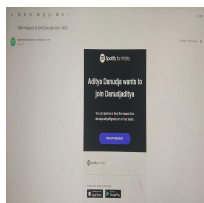
Shoaib R at Oct 15, 03:59 PM

Yeah, thanks. On 15.43 (GMT+7) recently i request access for admin using email aditya.danudja@gmail.com and the review email come to danudjaditya.music@gmail.com but still i can get in danudjaditya.music@gmail.com cannot access SFA

You at Oct 15, 04:01 PM

Okay, Could you send me the Spotify URI? To find it: 1. Open the Spotify desktop app or web player and go to the content. 2. Click (...) and select Share. 3. Hold the Alt key (Windows) / Option key (Mac). 4. Click Copy Spotify URI

Shoaib R at Oct 15, 04:02 PM

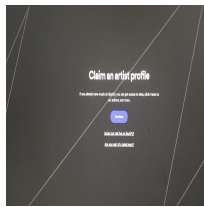


the review email come to danudjaditya.music@gmail.com but when the button clicked it come to Claiming again

You at Oct 15, 04:02 PM

spotify:artist:5aphgLYfSNs5XwqZ6WZqM7

You at Oct 15, 04:03 PM



everytime i logged in, this page pops up

You at Oct 15, 04:04 PM

Thank you, I'll look into that further for you. I'll just need a couple of minutes and I'll get back to you.

Shoaib R at Oct 15, 04:05 PM

ok

You at Oct 15, 04:05 PM

Looking backstage, I can see you have Spotify for Artists access with your user Spotify account registered to da*****gp@gmail.com. Could you try logging out and back in again, making sure you use da*****gp@gmail.com? That should do the trick.

Shoaib R at Oct 15, 04:09 PM

can i see the email? because as long as i remember i never have email with ****gp on the back

You at Oct 15, 04:10 PM

the email is coming to danudjaditya.music@gmail.com

You at Oct 15, 04:10 PM

and i always login with that account, but around 3months ago i cannot login

You at Oct 15, 04:10 PM

I cannot help you with the email address directly, due to privacy concerns, You can email the admin to get access to the artist profile team.

Shoaib R at Oct 15, 04:12 PM

i have email the admin using SFA, and the email come to danudjaditya.music@gmail.com

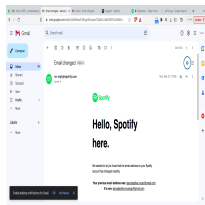
You at Oct 15, 04:12 PM

is there any procedure to change the admin email? because its so frustrating losing access to an email i never have

You at Oct 15, 04:13 PM

Okay, let me check

Shoaib R at Oct 15, 04:15 PM



Screen Shot 2023-10-15 at 16.21.19.png

You at Oct 15, 04:22 PM

on 29 may 2023, i check again there's an email that change my account. i never change it, i think its hacked

You at Oct 15, 04:22 PM

Okay, please help me with your Instagram profile for verification.

Shoaib R at Oct 15, 04:23 PM

<https://www.instagram.com/danudjaditya/>

You at Oct 15, 04:24 PM

do you need the login info?

You at Oct 15, 04:24 PM

No, just the link to it

Shoaib R at Oct 15, 04:24 PM

Thanks for the information

Shoaib R at Oct 15, 04:24 PM

I'll look into that further for you. I'll just need a couple of minutes and I'll get back to you.

Shoaib R at Oct 15, 04:25 PM

okay thanks

You at Oct 15, 04:25 PM

if you need a confirmation email to danudjaditya.music@gmail.com i can click the link

You at Oct 15, 04:25 PM

Sure, just give me few minutes

Shoaib R at Oct 15, 04:26 PM

Okay, please add your new email address on your Instagram Bio below your names

Shoaib R at Oct 15, 04:32 PM

ok

You at Oct 15, 04:32 PM

wait

You at Oct 15, 04:32 PM

Sure

Shoaib R at Oct 15, 04:33 PM

done i have changed it

You at Oct 15, 04:35 PM

Thank you, I'll give access to your artist profile on your new email address.

Shoaib R at Oct 15, 04:36 PM

okay thank you very much, finally thanks

You at Oct 15, 04:37 PM

You're welcome

Shoaib R at Oct 15, 04:38 PM

I'll look into that further for you. I'll just need a couple of minutes and I'll get back to you.

Shoaib R at Oct 15, 04:38 PM

okay, will i get the access instantly or should i wait for some hours/days?

You at Oct 15, 04:40 PM

You'll get the access instantly.

Shoaib R at Oct 15, 04:41 PM

Please try logging in to your artist profile with new email address and check

Shoaib R at Oct 15, 04:42 PM

okay ill check

You at Oct 15, 04:42 PM

Sure, take your time

Shoaib R at Oct 15, 04:42 PM

thanks Shoaib, i have try and i can access it now

You at Oct 15, 04:43 PM

superthanks

You at Oct 15, 04:43 PM

You're most welcome

Shoaib R at Oct 15, 04:43 PM

I hope I answered all your questions for the day, Is there anything else I can help you with?

Shoaib R at Oct 15, 04:43 PM

thats all. thanks shoaib, have a nice day

You at Oct 15, 04:43 PM

Thanks for contacting Spotify artist support, have a great day ahead!

Shoaib R at Oct 15, 04:43 PM