

Account Recovery

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Preparation / invited access

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Plan recovery before a device or factor is lost. Recovery must use the normal account verification process.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Keep an independent recovery method and an accessible support route. SMS must not be the only recovery path.
2. Use the verified sign-in page recovery option when available.
3. If recovery is unavailable, contact support with the service and account identifier through its approved channel. Do not send passwords, codes or identity documents by ordinary email.
4. After access returns, review sessions and revoke lost devices or exposed factors through the supported settings.

Verify the result

You can sign in with the replacement method and the lost factor is no longer usable. Support must verify the account before changing access.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.