

Managing Sessions

Version 1.0.0 | Updated 2026-09-05 | 1 min read

Preparation / invited access

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Session controls vary by product. Unified device and session views remain in private validation.

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. Open the security or sessions view in the product you actually use.
2. Review available device names, last activity and sign-in history. A location estimate alone is not proof of who signed in.
3. End an unfamiliar or lost-device session using the offered control. Keep a known recovery route available.
4. If no session controls exist, request account support and describe the time and affected product.

Verify the result

The ended session requires a new sign-in. A device disappearing from a list is not sufficient evidence if it can still access the service.

Help and related information

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