

Update profile, password and devices

Change your profile name, phone and photo, reset your password and check the devices connected to your account.

3 min · Available · 2026-09-26

Before you begin

- ✓ Sign in to the app.

1

STEP 1 OF 4 · 1 MIN

Update your details

In **Settings** open **Account & security**. In **Your identity** edit **First Name**, **Last Name** and **Phone**, then select **Save changes**: **Profile updated** appears. The email is locked because it's used to recover access.

For the photo select **Change photo** (the camera icon), pick an image and frame it in **Crop your photo**. Next to the phone, **Verify** sends a code by SMS.

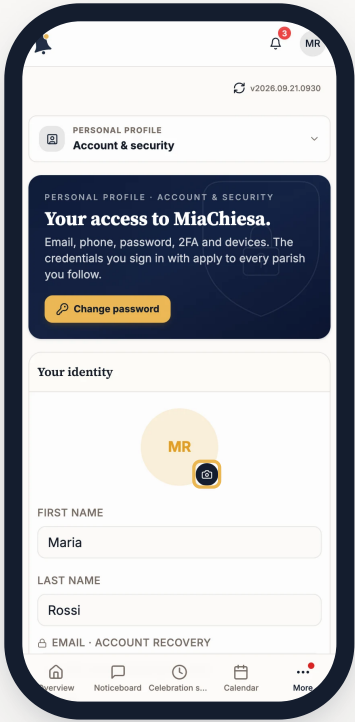


Fig. 1 Name, surname and phone are saved with Save changes.

2

STEP 2 OF 4 · 30 S

Change your password

Select **Change password** at the top of the page. The **Reset your password** dialog shows the email the link will go to, valid for 60 minutes. Select **Send email**.

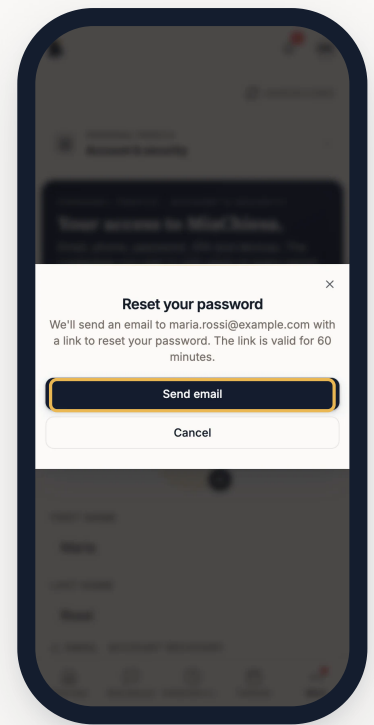


Fig. 2 The link for the new password arrives by email.

3

STEP 3 OF 4 · 30 S

Open the email

Email sent appears. Open the email, select the link and choose your new password.

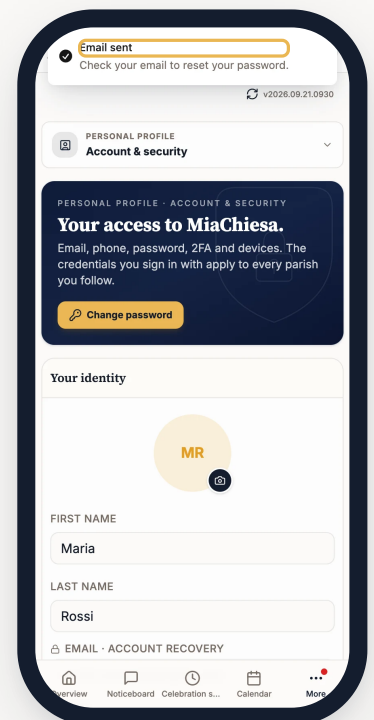


Fig. 3 The link expires after 60 minutes.

4

STEP 4 OF 4 · 1 MIN

Protect access and devices

In **Security · 2FA and password** you can turn on **Two-factor authentication (2FA)**, **New login alerts** and **'Remember me' session**.

Connected devices lists your devices with their last access; the one you're using is marked **this device**. The **X (Disconnect)** removes a device; **Sign out everywhere** removes them all and signs you out, after the **Sign out everywhere?** confirmation.

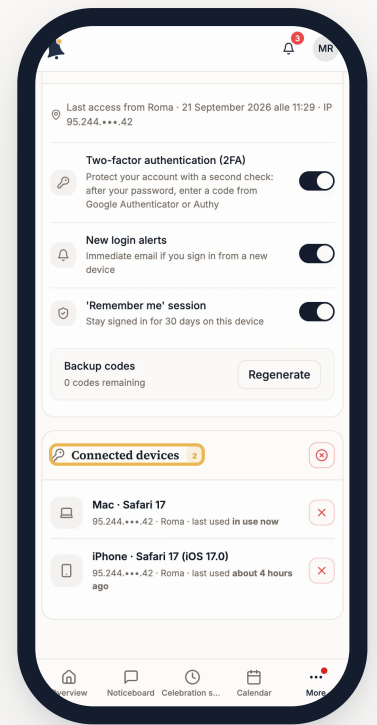


Fig. 4 Disconnect devices you don't recognise.

What you have achieved

- ✓ Your details are up to date and your access is under control.

Troubleshooting

I see "Invalid code. Try again."



The SMS code is wrong: check the latest SMS you received and enter it again.

Save changes is disabled



The button only enables when you change your name, surname or phone.

I don't get the password email



Check your spam folder; the link lasts 60 minutes, then request another one with Change password.