

# Reset your PIN through Verofy® Cloud

If you've forgotten your PIN and need to reset this, you can do this via Verofy® Cloud.

To reset your PIN through Verofy® Cloud, head to <https://go.verofy.com/pin-reset> or click the **Forgot your PIN?** button during the login process.

1. You'll need to enter your phone number to receive a verification code. Enter your phone number and hit **Submit**.



Enter your phone number for a verification code

[Back to login](#)

2. After entering your phone number, you'll receive the 6 digit verification code to your phone. Enter it into the page to continue with the PIN reset. Once you've entered, hit **Submit**.



Confirm the phone verification code

Submit

[Back to login](#)

3. To complete two factor authentication, you'll then receive a verification code to your email address. You'll need to enter this to continue with the PIN reset process. Remember to check your spam/junk folder in case the verification code lands there.



Confirm the email verification code

Submit

[Back to login](#)

4. Once the email verification is entered, you'll be prompted to enter a new 6 digit PIN number. Type this in and hit **Submit**.



Please enter a new PIN code:

Submit

[Back to login](#)

If the PIN you choose is accepted, you'll see the success message at the top right of the screen.



Your PIN has now been updated



If the PIN you choose is **not** accepted, you'll see the error message below. The system doesn't allow for sequential numbers to be used, so PINs like **111111**, **123456** or **12**7680 can't be accepted. If you get this error message, you'll need to try a different PIN. If you're struggling to choose a PIN that can be accepted, you can call or message the support team for help.



Error


The pin code must be non-sequential.  
- The pin code must be non-sequential.



5. Once the PIN is updated, you'll be directed back to the login page. You should now be able to log in using the new PIN you have set. If you need help with the login process, visit the [Logging into Verofy® Cloud](#) page.



Log in to your account

 ▾ Please enter your mobile number

Submit

If you're struggling to reset your PIN, [get in touch with us.](#)

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