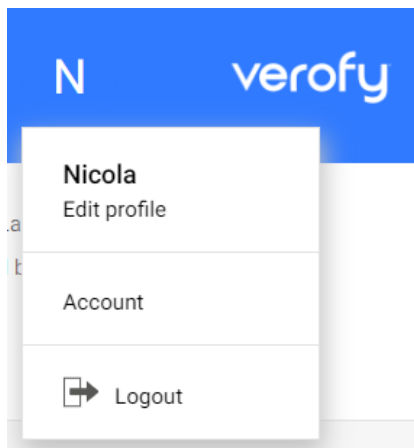


Updating mobile number

Start off by logging into Verofy® Cloud. If you need help doing so, click [here](#).

You'll need access to your current phone number to be able to complete verification before updating your mobile number to a new one. If you don't have access to your current mobile number, you'll need to **contact us** to discuss this further.

Head to the initial of your name at the top right of your screen in Verofy® Cloud, it's normally in a circle.



Click the **Edit profile** option, you'll be directed to the Users tab within the Settings area of Verofy® Cloud.

Users User groups Notifications Login history

Back

Full name

Nicola Smith

Group


Admin User

Email

help@verofy.support

Authenticate Change

Phone

 07123 456789

Authenticate Change

Change password

If you want to update your mobile number, you'll need to authenticate the change. Enter your new mobile number, and then press the **Authenticate Change** button.

You'll be asked to enter the six digit verification code sent to your email address.

Enter verification code

Change of phone number request has been successfully generated. Please verify the request with the code sent to your email.

|

Cancel

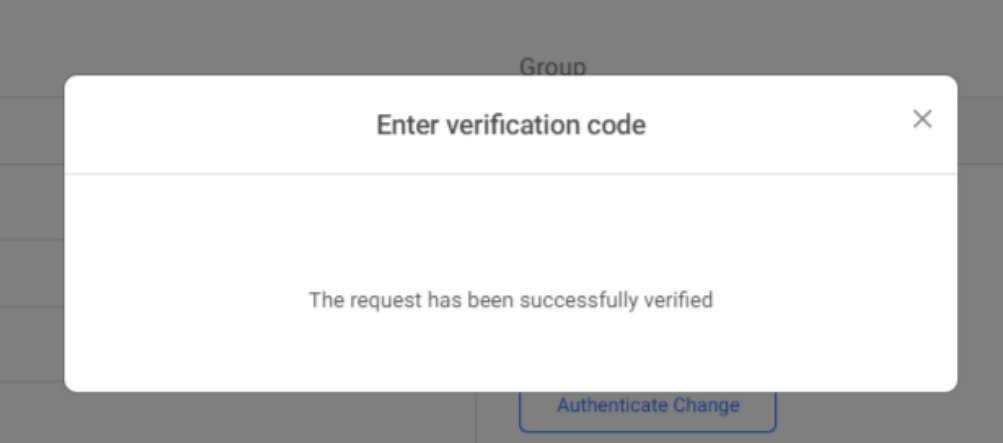
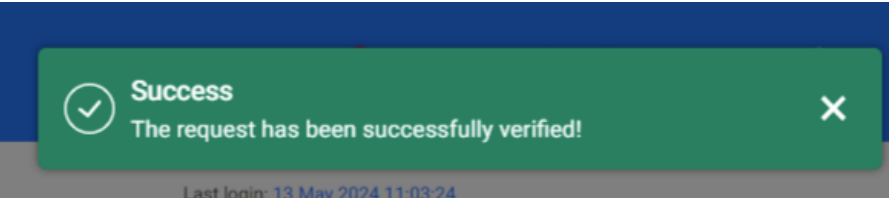
You'll receive an email from no-reply@verofy.support (check your junk folder as it may fall into here).

Change of phone number



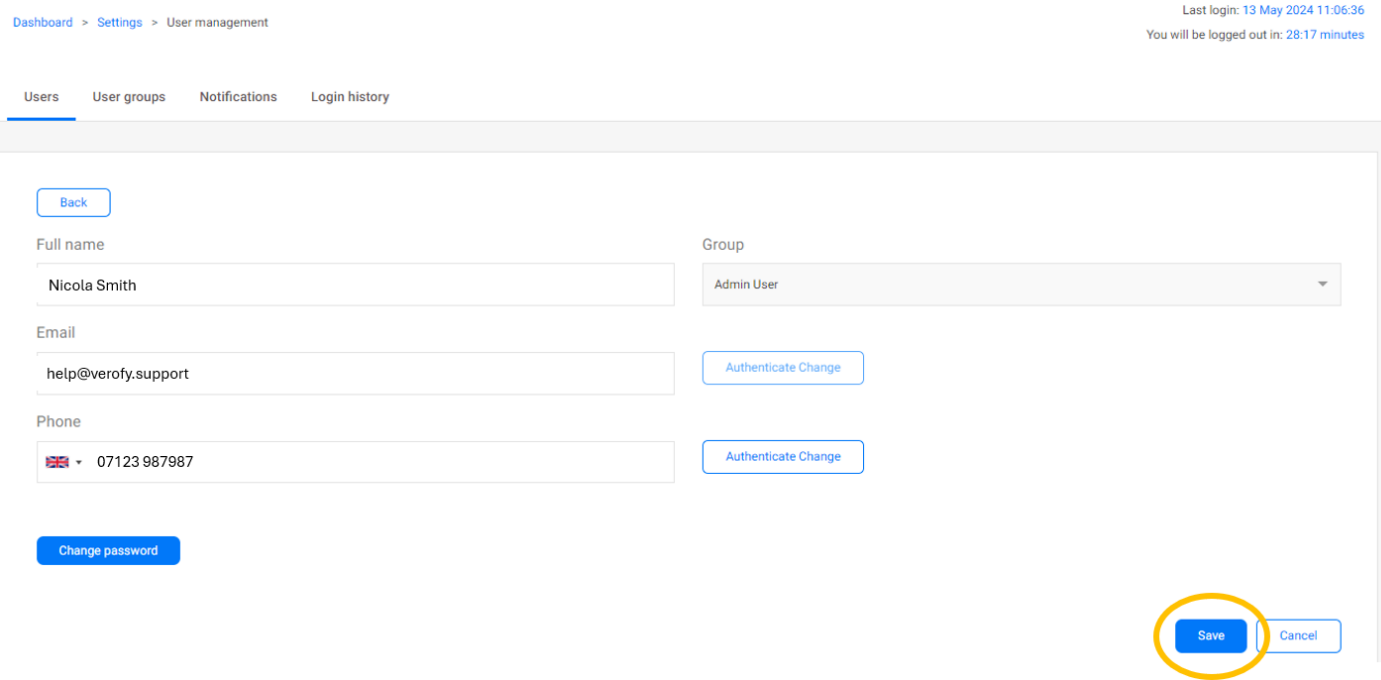
Please verify the Change of phone number with this code: 810063

Once you enter the code, you'll see the success message if verification has been successful.



Click the grey X to get back to the edit profile page.

To save the change of mobile number, make sure you press the [Save](#) button on the screen. Failure to do so will mean the new mobile number is not saved.



Once you have saved the change, user will get an SMS to confirm the change of phone number.



The mobile number is now successfully updated.

Revision #6

Created 10 May 2024 14:34:39 by Verofy® Support

Updated 7 June 2024 14:20:35 by Verofy® Support