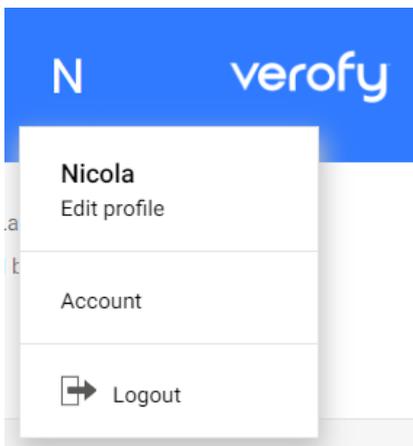


# Updating mobile number

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  Group

Email  [Authenticate Change](#)

Phone  [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](mailto:no-reply@verofy.support) (check your junk folder as it may fall into here).

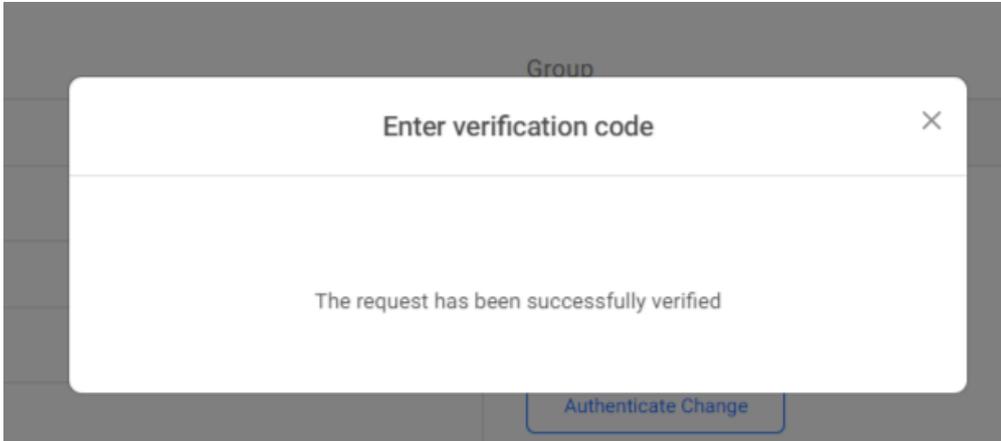
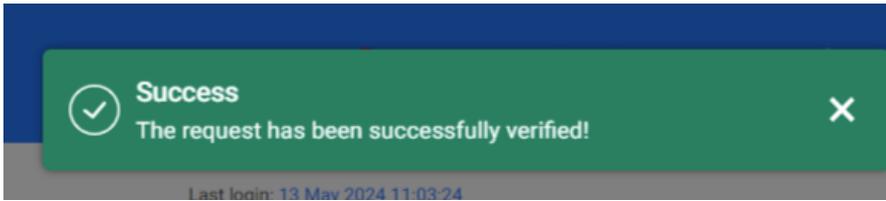
### Change of phone number



Verify Support - No Reply  
To

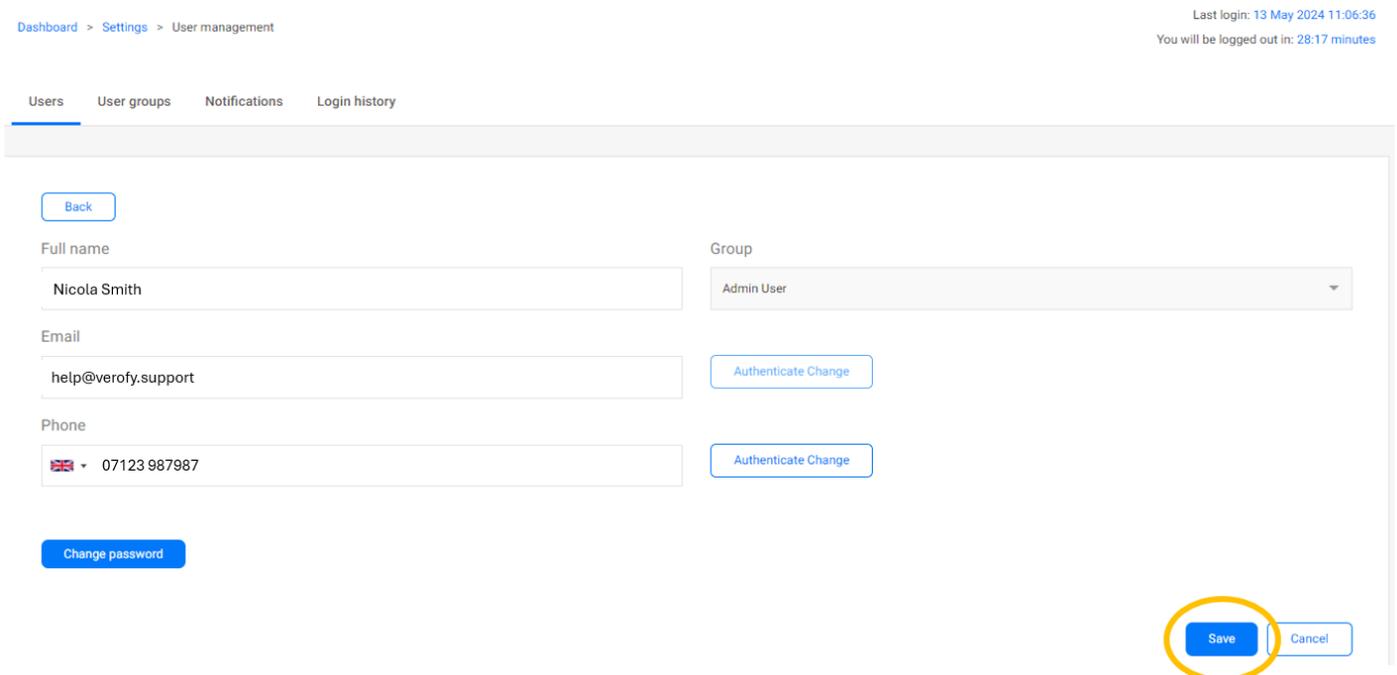
Please verify the Change of phone number with this code: 810063

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

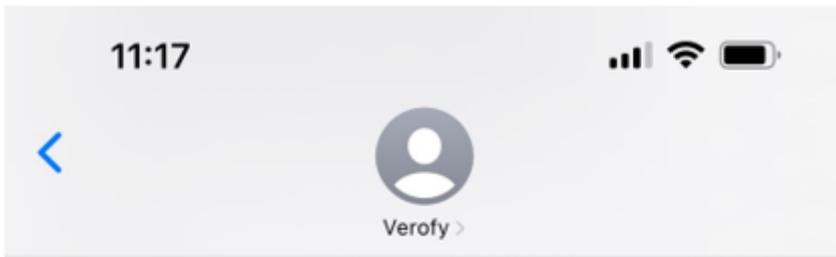


Click the grey X to get back to the edit profile page.

**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.



Today 11:14

Hi Nicola [redacted], your phone number has successfully been changed to +447 [redacted]

The sender is not in your contact list.

[Report Junk](#)

The mobile number is now successfully updated.

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Revision #6

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

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