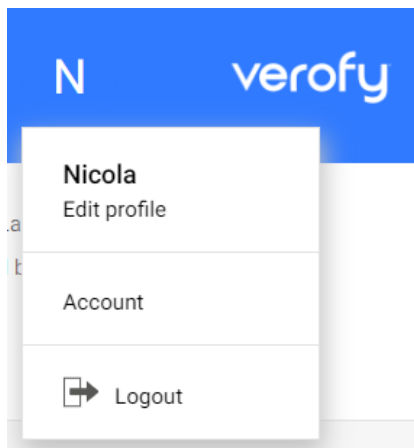


Updating mobile number

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](#)

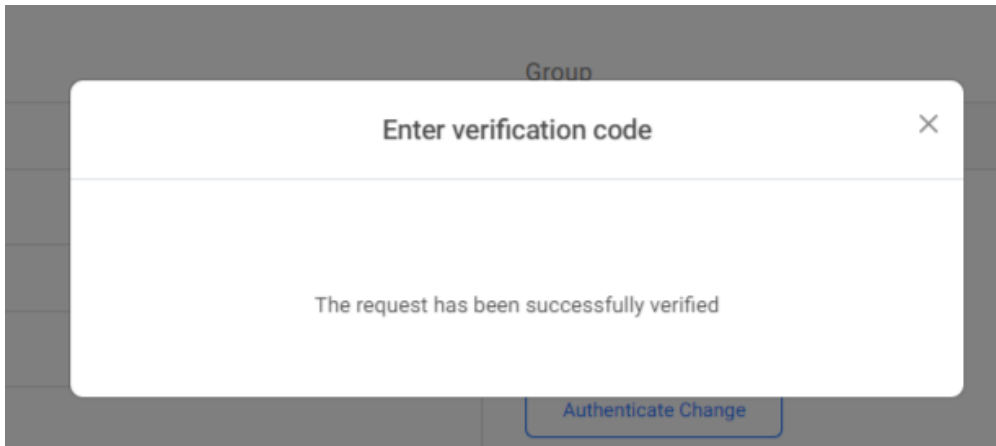
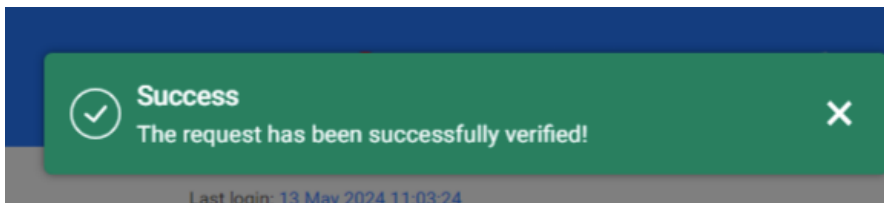
You'll receive an email from no-reply@verofy.support (check your junk folder as it may fall into here).

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.

Dashboard > Settings > User management Last login: 13 May 2024 11:06:36
You will be logged out in: 28:17 minutes

Users User groups Notifications Login history

[Back](#)

Full name

Group

Email [Authenticate Change](#)

Phone [Authenticate Change](#)

[Change password](#)

[Save](#) [Cancel](#)

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