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## Change Your Account Settings

You can update your name, email address, phone number, password, or other account information.



To manage your account settings, go to

[Login & security](#)

### How to Change Your Account Settings

To change your account settings:

1. In **Your Account**, visit [Login and Security](#).
2. Next to the account information you'd like to update, select **Edit**.
3. Follow the on-screen instructions and select **Save Changes**.
4. After you've completed all your updates, select **Done**.

### Reset Your Password

If you've forgotten your password, go to [Reset Your Password](#).

### Still Need Help? Try:

- [Change Your Language Preference](#)
- [Change Your Order Information](#)

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## Change Your Language Preference

You can easily choose your preferred language on some Amazon sites.

Select the relevant link below to view the content in your preferred language to learn more

[This content is available in English](#)
[Este contenido está disponible en español](#)

### English

To change your language preference:

1. Go to [Language Settings](#) or select the country flag on the top right of this page
2. Select your preferred language
3. Save your changes

**Note:**

- Some website features or communications may not be available in your preferred language.
- If you previously selected a preferred language, but the website is displaying in another language, ensure that you are logged into the same Amazon website that you set your preferred language in, for example, Amazon.ca or Amazon.de.
- If you change the language in the desktop environment, this won't reflect in the mobile/app environment and vice versa.

### Español

Para cambiar las preferencias de idioma:

1. Ve a [Configuración de idioma](#) o selecciona la bandera del país en la parte superior derecha de esta página
2. Selecciona el idioma de tu preferencia.
3. Guarda los cambios.

**Note:**

- Es posible que algunas comunicaciones o funciones del sitio web no estén disponibles en tu idioma preferido.
- Si previamente seleccionaste un idioma de preferencia, pero el sitio web se muestra en otro, asegúrate de haber iniciado sesión en el mismo sitio web de Amazon en el que configuraste tu idioma preferido, por ejemplo, Amazon.ca, Amazon.de, etc.
- Si cambias el idioma en el equipo de escritorio, esto no se reflejará en el móvil/aplicación y viceversa.

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## About the Spanish Language Experience

About the Spanish Language Experience on Amazon.com

As a Spanish speaking customer you can enjoy a more convenient shopping experience on Amazon.com by switching your [Language Settings](#) from English to Spanish. You can shop from the vast selection on Amazon.com with millions of translated product detail pages and many other helpful parts of the website like the "Your Account" section in Spanish. The service provides navigation, customer service with email and phone support, and order and shipment information in Spanish.

We're continuously improving the Spanish language experience on Amazon.com. While many of our features are in Spanish, there are some site features or communications which are not available in Spanish at this time. If you run into a problem you can't solve yourself, our Spanish language Customer Service team can be contacted in the [Customer Service Center](#).

The Spanish language experience on Amazon.com is provided for convenience. The English language version of Amazon.com, including its [Conditions of Use](#), is the definitive version.

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## Reset Your Password

If you've forgotten your password, you can reset it by going through our password assistance process on our website.

To reset your password:

1. Go to [Password assistance](#).
2. When prompted, enter the email address or mobile phone number associated with your Amazon account and select **Continue**.  
We'll send you an email or SMS (depending on the verification method you've chosen) containing a One Time Password (OTP), to authenticate your request.
3. Enter the OTP you received and select **Continue**.
4. Create a new password.  
As soon as you've created a new password, it's active. Your new password is for all Amazon-related accounts associated with the same email address.

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## Update Your Password

You can update your password in [Your Account](#).



To update your password, go to

[Login & Security](#)

### How to Update Your Password

To update your password:

1. In [Your Account](#), select [Login & Security](#).
2. Next to **Password**, select **Edit**.
3. Follow the on-screen instructions and select **Save changes**.

### Reset Your Password

If you've forgotten your password, go to [Reset Your Password](#).

### Still Need Help? Try:

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## Why Can't I Log into My Account?

If you're having trouble signing in, you may be entering incorrect account information or you may need to reset your password.

Before resetting your password, verify the following:

- Email Address: Your email address must be in the format username@domain.com (.net, .org). If you have multiple email addresses, make sure you're using the correct email address and password combination.
- Mobile Phone Number: If you created your account with a mobile phone number, you'll need to use this number to log in. Make sure to include your country code.
- Password: Check CAPS Lock and NUM Lock on your keyboard. Passwords are case-sensitive, so "PASSWORD" and "Password" are recognized as two different passwords.

If your email address and mobile phone number are correct, proceed to [Reset Your Password](#).

**Not what you're searching for? Try:**

- [Change Your Account Settings](#)
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## Unsubscribe from Amazon Marketing

Set your communications preferences to stop Amazon from sending you marketing emails and direct mail.

To unsubscribe from Amazon marketing emails and direct mail:

1. Go to the [Communications Preference Center](#).
2. From the **Promotional Emails** section, select **Do not send me any marketing email for now**.
3. Select **Update**.
4. In the **Marketing Information by Post** section, select **Do not send me marketing information by mail**.
5. Select **Update**.

**Note:** You can manage your other email subscriptions (subscription emails, and emails about programs you are enrolled in) in [Your Email Subscriptions](#).

Was this information helpful?

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### Find more solutions


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## Change Your Subscription Email Preferences

You can use the links below to set your subscription email preferences.

To change your preferences for a specific subscription option:

1. Select the appropriate link from the following list:

- [Your Amazon Prime Membership](#)
- [Your Subscribe & Save Items](#)
- [Communication Preferences Center](#) (for promotions, product announcements, direct and promotional mailings, HTML/text preferences, and more.)
- [Amazon Delivers Email Subscriptions](#)

2. Review your current preferences and make any desired changes.

**Note:** It may take 1-5 business days for your new preferences to take effect.

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## What is Two-Step Verification?

Two-Step Verification is a feature that adds an extra layer of security to your account log-in.

When you try to log in, Two-Step Verification sends you a unique security code. When you sign up for Two-Step Verification, you can choose to receive the security code by text message or authenticator app.

You need to enter both the code and your password to log in.



To enable two-step verification, go to

[Your Account](#)

## To enable Two-Step Verification:

1. In [Your Account](#), select [Login & security](#).
2. Select **Get Started**.
3. Follow the on-screen instructions.

## To disable Two-Step Verification:

1. In [Your Account](#), select [Login & security](#).
2. Select **Disable** beside **Two-Step Verification**.
3. Enter the code sent to your phone number, or generated through the authenticator app.
4. Select **Verify code**.

### Related links

[Manage Your Account](#)
[Recover Your Account after Two-Step Verification Fails](#)

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## Recover Your Account after Two-Step Verification Fails

If Two-Step Verification fails and you can't access your account, you can try to recover your account.

To regain access to your account, you'll need to verify your identity by providing a scan or photo of a government-issued identity document. To protect your account, we won't be able to make changes to your Two-Step Verification settings until your identity is successfully verified. If you are able to sign in to your account, you'll have access to make changes to your account.

Before you begin account recovery, try to sign in with a registered backup method or from a trusted device.

If you still can't sign in, to recover your account:

1. Go to [Two-Step Verification Account Recovery](#).
2. Follow the on-screen instructions to upload your identity document.  
Make sure that your name and address, and the issuing authority (for example, state or country) are visible.  
Cover, conceal, or remove sensitive information such as account numbers or identification numbers.

The verification process can take 1-2 days to complete. We'll email you to confirm once Two-Step Verification has been disabled. You'll then be able to access your account with only your password.

Was this information helpful?

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## Manage an 'E-mail address already in use' Error

If you see an 'E-mail address already in use' error when trying to use an email address on an Amazon account, follow these troubleshooting steps.

---

The same email address can't be used for multiple Amazon accounts. An 'E-mail address already in use' error message will be displayed if you attempt to use the same email address on more than one Amazon account.

**If the error occurs when trying to create a new Amazon account:**

1. Attempt to sign into the Amazon account with your password. If you have forgotten your password, you can [reset your password](#).
2. If you're still unable to sign in and you're certain you've never created an Amazon account using this address, try creating an account using:
  - another email address you own.
  - an email alias. Check with your email provider if they support creating an email alias with your email account.
  - your mobile phone number.

**If the error occurs when trying to update the email address on your Amazon account:**

1. You may already own an existing account with that email address.
2. To use that email address on another account, you need to release it from your existing account. To release the email address:
  - a. Sign in to your existing account that already uses the email address. If you don't remember the password, [reset your password](#).
  - b. Change the email address on your existing account to a different email address you own.
  - c. Sign out of your existing account.
  - d. Sign into the current account and update the email address, to the email address you released from the existing account.

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## Manage a 'Multiple accounts use the same email' Error

If you get an error saying 'Multiple accounts use the same email address' when trying to sign in to Amazon, follow these steps to troubleshoot.

Amazon no longer supports using the same email address to create or sign in to more than one account. If you receive this error, you must either sign in to the default account for your email, which is the one you signed into most recently, or change the email for your secondary account.

You cannot use the same email address to create or sign in to more than one Amazon account. To fix the issue, sign in to your main email account, the one you used last, or update the email address for your secondary account.

#### You received this error message and you don't recall having multiple Amazon accounts:

This error is not an indication that your account security is compromised. It can happen if:

1. You unintentionally made another Amazon account before, possibly when you got locked out and had to create another one.
2. Someone else may now own your old email address and used it to create an Amazon account. They don't have access to your Amazon account.

#### You do not intend to keep using this secondary account:

Select the **Sign in to default account** button. Sign in using the password for your default account. If you've forgotten your password, you can [reset your password](#). To delete your secondary account, first change the email address, and then sign in. After you've signed in, [request closure of your Amazon account](#).

#### To continue using this secondary account:

Select the **Use this secondary account** option. Follow the steps for changing your email address.

If you want to sign in to your secondary account without changing email, set it as your default account. When prompted to change your email address, select **Or keep using [email] for this account**. You will be guided through the process of making your secondary account your default account. Your previous default account will still exist. However, at sign in you will be asked to change the email.

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## What Is a Teen Login?

A teen login allows teens (aged 13 to 17) to shop and share payment methods and Prime benefits with adults in an Amazon Household.

With a teen login, teens (aged 13 to 17) have their own Amazon login to shop or stream content. Teens pay using a gift card, their credit card, or the shared payment method of the adults in an Amazon Household.

Adults choose one of the following approval options:

- Automatic approval on all purchases.
- Automatic approval up to a specified amount.
- Manual approval of all orders.

For orders that require manual approval, adults receive a notification to review the items, shipping, and payment information before the transaction is processed. Adults can review the order by text or from [Your Orders](#). Regardless of approval settings, adults receive itemized notifications for every order and can cancel or return any order.

Adults and teens can invite each other to participate. After invitation links are sent and accepted, adults provide the teen personal data (name, birth date, email, or phone number). Teens then complete setup and create their own login details.

Adults who have a Prime Membership can share select benefits with their teen including:

- Prime Shipping Benefits
- Amazon Elements for Prime
- Early Access to deals
- Free Prime Video
- Unlimited full-resolution photo storage with Amazon Photos

#### Note:

- Prime Music, paid Prime Video content, exclusive promotions on eligible pre-order games, and purchased video subscriptions are not sharable with teen logins.
- Teen logins don't work for Amazon Fresh and WholeFoods delivery
- Teen logins are currently supported on the Amazon Shopping app for Android/iOS, Amazon Video App, Fire TV/Stick devices and Amazon.com website.
- Teen logins cannot be used to register Echo or Kindle devices, purchase digital content, or upgrade Amazon Photo storage.
- Teen login users cannot initiate subscriptions, including digital plans and Subscribe & Save deliveries.

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## Set Order Approvals for a Teen Login

You can set order approvals for a teen login in [Manage Your Household](#).

Parents can choose to skip the approval step and set pre-approved spending limits. You can set order approvals in [Manage Your Household](#).

To set order approvals for a teen login:

1. Go to your [Amazon Household](#).
2. Select **Edit Profile** for a specific teen.
3. Select **Change order approvals**.

Parents will receive itemized notifications for every order, and can cancel and return any item in accordance with Amazon's policies.

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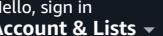
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## Removing a Teen Login from an Amazon Household

Teen Logins are available to teens ages 13-17 years. Teens (18+) are eligible for their own regular Amazon account.

Any time after a teen reaches the age of 18, the adult or teen may remove the Teen Login from the Amazon Household. A regular Amazon account receives access to the following:

- An independent shopping experience without the need for adult oversight
- Freedom to use personal payment methods
- Ability to choose Prime memberships

To manually remove the Teen Login:

1. Go to [Manage Your Household](#).
2. Choose **Edit Profile** of the Teen Login.
3. Select **Remove from Household**.
4. On the pop-over box, select Remove teen to confirm the removal.

A former Teen Login no longer has access to the payment method or Prime benefits of the Amazon household (if applicable), but does retain:

- The Amazon Household shipping address
- Order history
- Saved items
- Wishlist-Preferences

Any active orders placed using the Teen Login that have been approved will still be fulfilled. Orders currently awaiting approval will be cancelled and the payment method will not be charged.

**Note:**

- Any items in the Shopping Cart as well as the Gift Card balance carry to the regular Amazon account.
- Teens currently enrolled in higher education studies have the option to register for Prime Student when they transition their account. To learn more about Prime Student benefits, visit [Join Prime Student](#).
- Amazon Household allows sharing of Prime benefits (if applicable) for two unique adult accounts. If there is currently only one adult in your Amazon Household, visit [Add an Adult to an Amazon Household](#).

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## Approve a Teen's Order

When a teen places an order, a parent can review and approve the order through **Your Orders**, by email, or by text.

If your teen's order is below your preset spending limit, you won't be asked to approve your teen's order. You'll be notified of the purchase. You can change these settings in the teen's profile in [Manage Your Household](#).

To approve a teen's order do one of the following:

- Go to [Your Orders](#) to see orders placed by your teen. In the Amazon app, **Your Orders** can be accessed through the main app menu. Approve or decline each order awaiting approval.
- When you receive a text from Amazon requesting approval, reply with "Y" to approve the order. This option is not available if there are multiple orders waiting for approval or if the order contains more than four items. Instead, the text message will direct you to **Your Orders** to approve the order.
- When you receive an email from Amazon requesting approval, select the approval link in the email to approve the order.

**Note:** After 48 hours, unapproved orders expire.

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