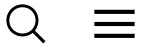


Beware of phishing attacks, Ledger will never ask for the 24 words of your recovery phrase. Never share them.

[Learn more](#)



DOCS



Intro to Ledger

Choose your Ledger device

Manage your private keys, own your crypto

How to keep your 24-word recovery phrase and PIN code safe?

How Ledger device generates 24-word recovery phrase

Can I edit or change my 24-word recovery phrase?

Best safety practices - Ledger

Extended public key (xPub)

Receive mining proceeds

Quality of randomness

Join Ledger Support AMA on Twitter

What is a Layer 2 (L2)?

Is my Ledger device genuine?

Ledger Nano S

Ledger Nano X

ERC20 / BEP20 tokens no longer visible in Ledger Live ×

Some Ethereum and Binance Smart Chain token holders may have noticed that certain tokens are no longer visible in Ledger Live.

Please note that this is a display bug that we are actively working on resolving, and your funds remain safe. As a temporary solution, you can access your tokens via Zerion within Ledger Live or by connecting your Ledger device to Metamask.

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N CC



Contact us

SAFE?

🕒 Last updated: December 29, 2022

What is a Recovery Phrase and How to Keep it Safe



How to protect your recovery phrase?

Your 24-word recovery phrase (sometimes called a **mnemonic** or **seed** phrase) is the **master key to all your crypto accounts**.

Anyone gaining access to your recovery phrase can **very easily clone your accounts on their own device** (or software wallet) and **spend your funds**.

As such, it's very important to **keep your phrase secure and private at all times**.

⚠ Does Ledger Support need my recovery phrase to help me solve technical issues?

• **No**, the Ledger Support team does **not** need to know your 24-word recovery

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... be considered a

... ne, including Ledger.

... se securely:

Ensure that your 24-word recovery phrase is **obtained from your Ledger device's screen during the initial setup**. Your recovery words do not come in the box. The set of **recovery sheets** included in the box should be **blank**.

Do **not** make a digital copy of your recovery phrase. **Do not take a picture** of your phrase. **Do not save your phrase into a password manager**. Your recovery phrase needs to stay strictly **offline**.

When first writing down your recovery phrase, make sure to **number each word correctly**. Use a ballpen and not a pencil. Use capital letters, they are easier to read. Make sure each recovery word is correctly spelled by using the **BIP-39 list**.

Always keep a physical copy of your recovery phrase. Memorizing your recovery phrase is **not** a safe strategy for long-term cold storage

Consider backing up your recovery phrase with a **Crypto Steel Capsule Solo**.

Do not split your recovery phrase into multiple parts. **Here's why**.

Do not scramble your recovery words.

Do **not** seed your Ledger 24-word recovery phrase into Metamask. This would compromise your phrase.

Do **not** seed your Metamask **12-word** recovery phrase into your Ledger device. Your Metamask recovery phrase was generated online. As such, **it is not secure**. Seeding it into your Ledger device would compromise all the Ledger accounts that are derived from that recovery phrase.

Learn to **protect yourself against physical attacks**. More on this **here**.

Learn **how your recovery phrase works** under the hood by watching **this video**.

How to protect your PIN code?

Like your recovery phrase, your PIN code must be chosen during the device's **initial setup**. A **strong PIN is key** to the security of your Ledger accounts.

Always choose your PIN code yourself. Never use a PIN code you did not choose yourself.

Always enter your PIN code out of sight and away from prying eyes.

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ed. **Learn more**.

et your Ledger device. If this **using your recovery phrase**.

- An **8-digit** PIN is **more secure** than a 4-digit PIN.
- **Choose a PIN that's hard to guess.** Easy-to-guess PIN codes like 0000, 12345678, or 55555555 are **not secure**.
- Do **not** choose your date of birth as a PIN code.

Advanced security features

- Maximize your account security **with a passphrase** (this feature is only recommended **for advanced users**).
- **Any questions?** Contact **Ledger Support** for assistance, we'll be happy to help.

Related articles

[How to set up a passphrase?](#)



[I lost my 24-word recovery phrase](#)



[How Ledger device generates 24-word recovery phrase](#)



[Getting Started with Ledger Nano X](#)



[Contact Us](#)



Was this article helpful?

Yes, Thanks!

Not really.

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Announcements can be found in our blog. Press contact:
media@ledger.com



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