

Account Management Policy

Account Creation

- Valid email address required
- Must be 18 years or older (13+ with parental consent)
- One account per email address
- Business accounts available for teams of 5+

Account Security

- Strong password requirements (min 8 characters, mixed case, numbers)
- Two-factor authentication (2FA) available and recommended
- You are responsible for account security and all activity
- Never share login credentials with others

Password Reset

- Click "Forgot Password" on login page
- Reset link sent to registered email address
- Links expire after 24 hours
- Request new link if expired

Email Address Changes

- Update email: **Settings > Account > Email**
- Verification required for new email address
- Confirmation sent to both old and new addresses
- Takes effect immediately upon verification

Account Recovery

- Locked after 5 failed login attempts (unlocks after 30 minutes)
- Contact support@company.com for recovery assistance
- Verification required (government ID or payment method)
- Recovery typically completed within 24 hours

Account Closure

- Request closure: **Settings > Account > Delete Account**
- Permanent deletion after 30-day grace period
- All data removed per privacy policy
- Subscriptions automatically cancelled
- No refunds for remaining subscription time

Unauthorized Access

- Report immediately to security@company.com
- We will investigate and secure your account

- Change password immediately
- Review recent account activity
- Enable 2FA for added security