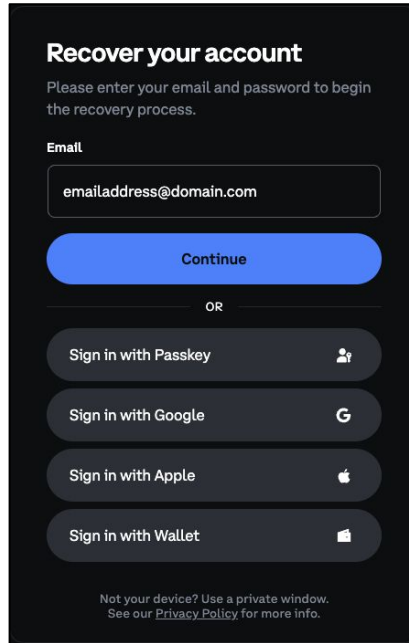


# Regain access to your account

1. Go to the Coinbase.com [account recovery page](#).
2. Enter your email address and password as usual.
3. Select **Continue**.



**Recover your account**

Please enter your email and password to begin the recovery process.

Email

emailaddress@domain.com

Continue

OR

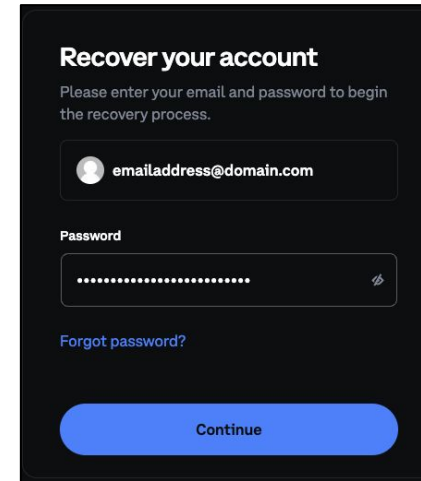
Sign in with Passkey

Sign in with Google

Sign in with Apple

Sign in with Wallet

Not your device? Use a private window.  
See our [Privacy Policy](#) for more info.



**Recover your account**

Please enter your email and password to begin the recovery process.

emailaddress@domain.com

Password

.....

[Forgot password?](#)

Continue

4. Select an available recovery option.

\*The options are account dependent.



## Ways to recover your account

Access your account using the options below.  
For security, payment methods may be disconnected to prevent unauthorized transactions during account recovery.

### Answer security questions

Answer a few identity questions then update your two-factor authentication (2FA) to avoid getting locked out.



### Request trusted contacts approval

Regain access and update your two step verification method after all trusted contacts approve your request



### Upload your ID to login

Upload a photo of your ID then update your two-factor authentication (2FA) to avoid getting locked out.



### Troubleshoot

Visit our Help Center to find quick solutions and troubleshoot.



5. Here's the next step for each recovery option. You can only select one.

### Option: Answer security questions

←

#### Verify your identity

Complete the form to access your account for 24 hours and update your 2FA. Make sure info entered matches what we have on file.

**Full legal name**

Legal full name

Enter your name in this format: C----- E-----

**Date of birth**

MM/DD/YYYY

**Social Security Number**

00-000-0000

**Crypto send delay**

Sending crypto will be disabled for 7 days after you verify your identity and make changes to your account. Remove this delay by verifying your photo ID.

Continue

←

#### Enter your Driver's License number

Complete the form to access your account for 24 hours and update your 2FA. Make sure info entered matches what we have on file.

**Driver's License number**

0000000

Continue

### Option: Upload your ID to login

**Take a photo of your ID**

Upload a photo using your phone's camera.

**Prepare your document**

Make sure your ID is valid and doesn't expire within the next 3 months

**Check your environment**

Make sure you are in a well-lit environment

**Make sure your details are visible**

Your first name, last name, birthdate, and address should be clearly visible

Continue

**Select your ID type**

We are required by [financial regulations](#) to verify your identity. Choose one of the ID types below to get started.

**Driver's license**  
Front and back

**National Identity Card**  
Front and back

**Passport**  
Photo page

I don't have any of these IDs

### Option: Request trusted contacts approval

**Share this code with your trusted contacts**

We just sent an email to all your contacts. Instruct them to enter your unique 6-digit code via the link in the email to approve the request. They only have one hour.

000000  
expiring in 23:56 minutes

**Pink Cat**  
ACCEPTED

**Green Bird**  
PENDING

**Blue Monkey**  
PENDING

Continue

Cancel request

6. Follow the remaining prompts specific to your chosen recovery option.
7. Once you've completed the recovery process, you'll see a confirmation message with a prompt to update your 2-step verification method.
8. Select **Update** and follow the remaining prompts to maintain your account access.

