



Account Recovery

(After Two Step Verification)

Sellers are required to have two-step verification security settings setup on their account. If the verification process fails, no longer works, or is associated with information the primary user no longer has access to sellers can go through the account recovery process.

To regain access to the account, sellers need to verify their identity by providing a scan or photo of a government-issued identity document. To protect seller accounts, Amazon won't be able to make changes to sellers Two-Step Verification settings until their identity is successfully verified.

Before going through the account recovery process Amazon recommends to try logging in with one of the backup methods if one was setup.

If the backup method did not work please follow the below steps in order to begin the account recovery process.

1. Sign into your **seller account**
2. Follow the on-screen instructions to upload your identity document.
 - a. Make sure that your name and address, and the issuing authority (e.g., state or country) are visible.
 - b. Cover, conceal, or remove sensitive information such as account numbers or identification numbers.
 - c. The verification process can take 1-2 days to complete. Amazon will email sellers to confirm once two-step verification has been disabled. Once this process is completed sellers will be able to access their account with only their password.

****IMPORTANT NOTE****

If sellers lose access to their Brand Registry account the above process can be followed to gain access. If the issues persist after following the above steps, please contact Amazon Customer Service directly and ask them to reset the password.