

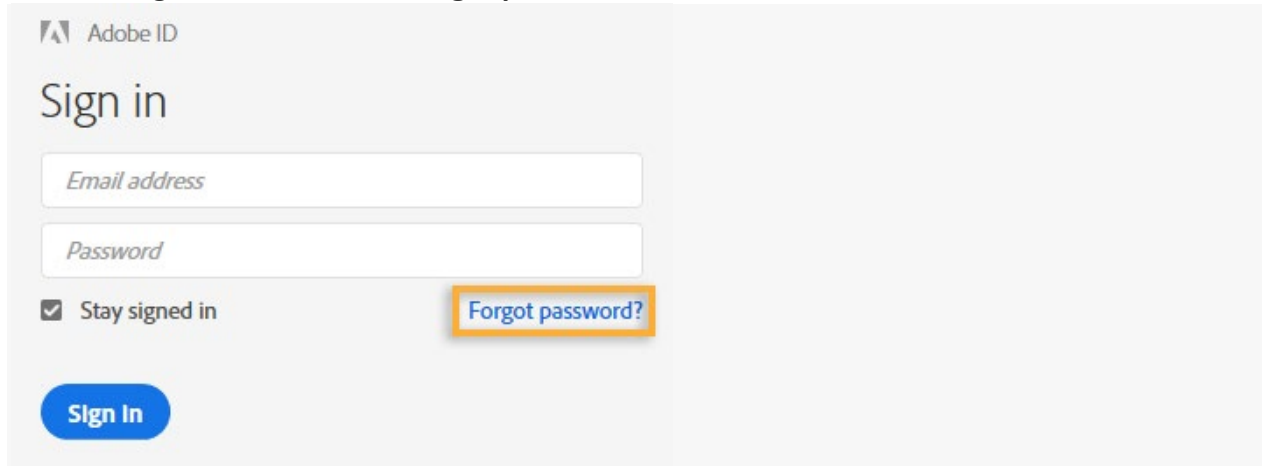
# Adobe Cloud Account

## Reset a Forgotten Password or Change Your Existing Password

### Reset forgotten password

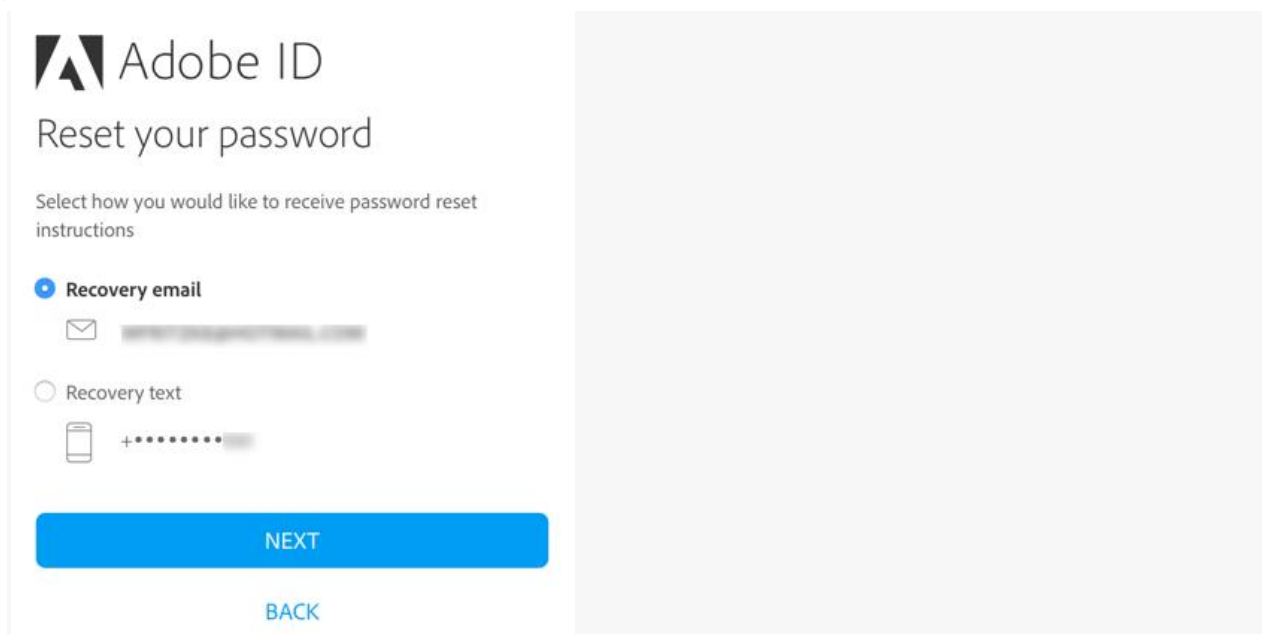
If you forgot your password or get the error “Adobe ID and password don’t match,” you can reset your password with your Adobe ID (usually your email) or your phone number.

1. Go to your [Adobe account](#).
2. In the Sign-in window, click **Forgot password**.



The screenshot shows the Adobe ID Sign in page. At the top left is the Adobe ID logo. Below it is the text 'Sign in'. There are two input fields: 'Email address' and 'Password'. Below the 'Email address' field is a checked checkbox for 'Stay signed in'. To the right of the 'Stay signed in' checkbox is a blue link labeled 'Forgot password?' which is highlighted with an orange border. At the bottom left is a blue 'Sign In' button.

3. In the **Forgot password** window, enter the email address associated with your Adobe ID and click **Next**.
4. In the **Reset your password** window, choose how you want to reset your password:
  - **Recovery email:** Adobe sends an email with instructions to reset your password.
  - **Recovery text:** Adobe sends a text message with the verification code to your registered phone number.



The screenshot shows the Adobe ID 'Reset your password' page. At the top left is the Adobe ID logo. Below it is the text 'Reset your password'. Underneath is the instruction 'Select how you would like to receive password reset instructions'. There are two radio button options: 'Recovery email' (which is selected) and 'Recovery text'. Below 'Recovery email' is an email address field with a blurred address. Below 'Recovery text' is a phone number field with a blurred number. At the bottom are two buttons: a large blue 'NEXT' button and a smaller blue 'BACK' button.

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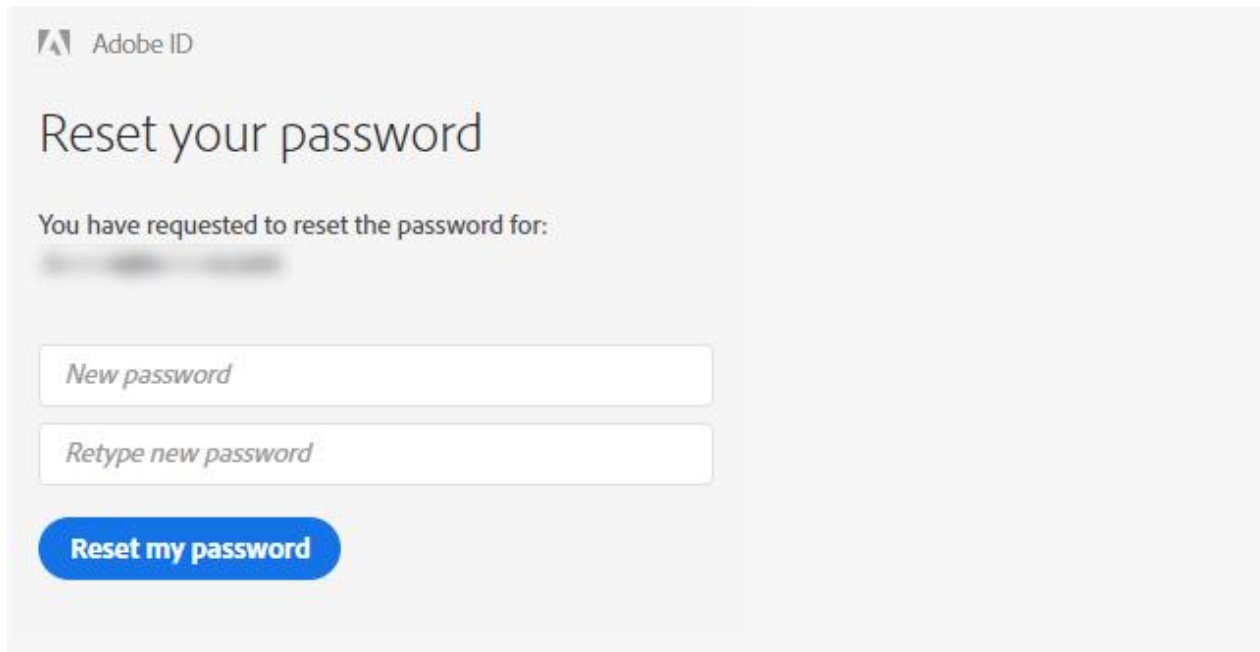
**Note:**

If you don't have access to the email address on file and you don't have a phone number associated with your account for recovery, [contact Adobe Customer Care](#) to reset your password.

5. Do one of the following based on the options you have selected:

**Recovery email**

Locate the "Reset your Adobe ID password" email and click the link provided. The "Reset your password" window opens in your web browser. Enter your new password twice, and click **Reset My Password**.



The screenshot shows the Adobe ID password reset interface. At the top left is the Adobe ID logo. The main heading is "Reset your password". Below this, it says "You have requested to reset the password for:" followed by a blurred email address. There are two input fields: the first is labeled "New password" and the second is labeled "Retype new password". At the bottom is a blue button with the text "Reset my password".


**Recovery text**

Enter the six-digit verification code from the text message into the **Check your phone** window, and click **Verify**.

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 Adobe ID  
Check your phone

Enter the verification code sent to:

+\*\*\*\*\*



VERIFY

**Didn't receive the code?**

Wait a few minutes and [start over](#)

**Note:** Can't find email? If you don't see the email from Adobe in your inbox, check your Spam or Junk folder. If you still don't see it, contact [Adobe Customer Care](#).