

How do I access my old Robinhood account? {2FA and~Other Issues}

Regaining [US] 1—866—240—0437 [US] access to an old Robinhood account, especially if you have issues with Two-Factor Authentication (2FA) or have changed your phone number, requires a specific process to ensure your account [US] 1—866—240—0437 [US] security. Robinhood prioritizes identity verification to prevent unauthorized access.

Here is a step-by-step guide [US] 1—866—240—0437 [US] to accessing your old Robinhood account, particularly when facing 2FA and other issues:

1. Start with the [US] 1—866—240—0437 [US] "Having Trouble Logging In?" Link

On the main login screen [US] 1—866—240—0437 [US] of the Robinhood app or website, look for a link that says something like "Having trouble logging in?" or "Need help with 2FA?". Tapping this link is the most direct [US] 1—866—240—0437 [US] way to initiate the account recovery process.

2. Follow the Account Recovery Prompts

The recovery process [US] 1—866—240—0437 [US] is designed to guide you through various verification methods. Robinhood may ask you to:

- **Verify your identity:** [US] 1—866—240—0437 [US] This is a crucial step. You may be asked to provide personal information you used to set up the account, such as your full name, date of birth, and Social Security Number.
- **Upload a photo of your ID:** [US] 1—866—240—0437 [US] To confirm your identity, you may need to submit a photo of a government-issued ID (like a driver's license or passport).¹
- **Take a selfie:** [US] 1—866—240—0437 [US] Robinhood may require a "three-point selfie" or a similar photo to match your face with the photo on your ID.² This is a secure way to ensure it's you.

3. Address Specific Issues

- **2FA (Authenticator App) Issues:** [US] 1—866—240—0437 [US] If you've lost your phone or uninstalled your authenticator app, you will need to disable 2FA to regain access. The account recovery process will walk you through this. You'll need to successfully verify your identity, and a support agent [US] 1—866—240—0437 [US] will then be able to temporarily disable 2FA so you can log in and set up a new authenticator.
- **Phone Number Change:** [US] 1—866—240—0437 [US] If you can't receive SMS codes because your phone number has changed, the account recovery process will require you to verify your identity to update your phone number on file.
- **Password Issues:** [US] 1—866—240—0437 [US] If you have forgotten your password, you will be directed to a password reset flow.³ If you can't access the email associated with the account, the account recovery process is still the best route.

4. Contact Robinhood Support [US] 1—866—240—0437 [US] (If Necessary)

If you are unable to resolve the issue through the automated recovery process, you will be prompted to contact Robinhood support directly. [US] 1—866—240—0437 [US] As mentioned in previous responses, this is done through a call-back system. By going through the in-app or website help flow, you will be able to:

- **Explain your issue:** [US] 1—866—240—0437 [US] Detail what you have already tried and the specific problem you are facing.
- **Request a call back:** [US] 1—866—240—0437 [US] A Robinhood representative will be able to call you to provide personalized assistance after you have gone through the initial verification steps. This is the "Call~Expert"[US] 1—866—240—0437 [US] method for complex issues.

Important Security Note:[US] 1—866—240—0437 [US] Be very careful about any phone numbers you find online that claim to be a direct line to Robinhood. The most secure way to get in touch is by initiating the contact through [US] 1—866—240—0437 [US] the official Robinhood app or website, which ensures your identity is verified and you are speaking with an official representative.