

# How do I regain access to my Robinhood account?

## #Error

Regaining [USA]1-855-574-4826[USA] OR [A]1-803-745-0963[A] access to your Robinhood account, especially when facing an "Error" or being locked out, requires direct communication with their customer support. This is crucial for security and identity verification.

**Important Warning:**[USA]1-855-574-4826[USA] OR [A]1-803-745-0963[A] Be extremely careful about phone numbers or links you find outside of Robinhood's official app or website. There are many scams designed to steal your account information. **Always use the official methods described below.**

Here's a step-by-step guide to help you regain access:[USA]1-855-574-4826[USA] OR [A]1-803-745-0963[A]

**Step 1:** [USA]1-855-574-4826[USA] OR [A]1-803-745-0963[A] Identify the Specific Error (If Possible)

While you just see "#Error," sometimes there's a more specific message that appears briefly (e.g., "Account Locked," "Login Failed," "Session Expired," "Incorrect Password," "2FA Issue"). Knowing this can help you describe the problem to support.

**Step 2:** [USA]1-855-574-4826[USA] OR [A]1-803-745-0963[A] Attempt Basic Troubleshooting (If Applicable)

For some simple errors, these might help before contacting support:

- **Check Internet Connection:** [A]1-803-745-0963[A] Ensure you have a strong and stable Wi-Fi or cellular data connection.
- **Update the App:** [A]1-803-745-0963[A] Make sure your Robinhood app is updated to the latest version.
- **Force Close and Reopen:** [A]1-803-745-0963[A] Close the app completely and then restart it.
- **Clear Cache/Data (Android) or Reinstall (iOS/Android):** [A]1-803-745-0963[A] For persistent app issues, you might try clearing the app's cache/data or reinstalling the app (note: this won't delete your account, just the app data on your device).
- **Try on a Different Device or Web Browser:** [A]1-803-745-0963[A] If you're on mobile, try logging in on a computer via robinhood.com. If on a computer, try the mobile app.

**Step 3:**[A]1-803-745-0963[A] Use Robinhood's Official Password Recovery (If it's a forgotten password)

If your error is related to a forgotten password:[A]1-803-745-0963[A]

1. **Go to the Robinhood Login Page:** [A]1-803-745-0963[A] Open your Robinhood app or go to robinhood.com.
2. **Select "Forgot Password?"** This option is usually located below the login fields.<sup>1</sup>
3. **Enter Your Email/Phone Number:** [A]1-803-745-0963[A] Provide the email address or phone number associated with your Robinhood account.
4. **Check for Reset Link/Code:** [A]1-803-745-0963[A] Robinhood will send a password reset link to your registered email or a verification code to your registered phone number.<sup>2</sup>
  - **Check Spam Folder:** [A]1-803-745-0963[A] If you don't see the email, check your spam or junk folder.

- **Ensure Correct Info:** [A]1-803-745-0963[A] Double-check that you're using the correct email address or phone number linked to your account.

## Step 4:[USA]1-855-574-4826[USA] Contact Robinhood Customer Service Directly (Most Effective for Errors/Locked Accounts)

If the above steps don't work, or if your account is locked, restricted, or you suspect unauthorized activity, you **must** contact Robinhood support directly. They offer 24/7 assistance for such critical issues.<sup>3</sup>

### Official Methods to Contact Robinhood:[USA]1-855-574-4826[USA]

- **Via the Robinhood App (Highly Recommended):**[USA]1-855-574-4826[USA]
  1. Even if you can't log in, try to open the app. Often, there's a "Need help logging in?" or similar link on the login screen that directs you to support options.
  2. If you can get into the app but not your full account: [USA]1-855-574-4826[USA] Tap the **Account icon** (person silhouette, usually bottom right) -> **"Help"** or **"Support"** -> **"Contact Us."**
  3. **Choose "Start a Chat":** [USA]1-855-574-4826[USA] This is often the fastest way to get immediate text-based help from a real human.
  4. **Choose "Request a Call":** [USA]1-855-574-4826[USA] This is the best way to get a real human on the phone. You describe your issue, and they will call you back. This is available 24/7.
- **Via the Robinhood Website:**[USA]1-855-574-4826[USA]
  1. Go to [robinhood.com/contact](https://robinhood.com/contact) in your web browser.
  2. Look for options like "Help" or "Contact Us." You might be prompted to log in, but there should also be pathways for users who cannot log in.
  3. Similar to the app, you'll find options for **Live Chat** or **Request a Call.**<sup>4</sup>

### What to be prepared for when contacting support:[USA]1-855-574-4826[USA]

- **Identity Verification:** [USA]1-855-574-4826[USA] For security reasons, Robinhood support will need to verify your identity. Be prepared to provide:
  - Your full name and date of birth.
  - The email address and phone number associated with your account.
  - Potentially, answers to security questions.
  - In some cases, they might require you to upload a photo of your government-issued ID (like a driver's license) and/or a "selfie" to match it.<sup>5</sup> This is a common and secure way to re-verify identity.
- **Explain the Error Clearly:** [USA]1-855-574-4826[USA] Describe exactly what happens when you try to log in, any error messages you see, and what troubleshooting steps you've already tried.
- **Be Patient:**[USA]1-855-574-4826[USA] While Robinhood offers 24/7 support, complex account recovery issues involving identity verification can take some time.

By following these steps and using Robinhood's official support channels, you'll have the best chance of quickly regaining access to your account.