

# Users & Accounts

How to update your profile, reset password etc.

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# How do I reset my password?

If you already have an account with Wise2Sync, here are a few steps to reset it:

1. Navigate to <https://app.wise2sync.com/login>
2. Click the "Forgot password?" link
3. Enter your email address
4. Press the Reset Password button

If an account with the provided email exists, we will send a link to your email address how to set a new password.

In case you do not get a password reset email, check your Spam folder as well.

# How do I edit my user information?

After you log in to your account - click on your username on the top right corner. Select "Profile" from the drop-down menu. Here you will see your contact and billing information.

After you made changes, click "Submit" to update data.

# What is the minimum length of a subscription?

The minimum length of a subscription is one month. You pay per month and can quit at any time.

**Please note that we do not offer refunds.** If you want to end using Wise2Sync look for *Cancel Service* button on your Wise2Sync account profile window. It will stop your automatic payments and you can continue using our product until the end of the month for which you paid. You can also email us to [support@wise2sync.com](mailto:support@wise2sync.com) and we will cancel your subscription and/or delete your profile.