Managing Your Profile and Deleting Your Account

General · https://coreel.ai/help/managing-your-profile-and-deleting-your-account/

Your **My Profile** page is where you control your personal account details — name, email, password — separately from your team or organization settings. This article also covers how to delete your coReel account if you no longer want to use the service.

Opening My Profile

1. Sign in to coReel at app.coreel.ai.
2. Click your profile icon in the top right.
3. Choose **My Profile**.

The My Profile page shows your name, email, and password fields, along with a section for account deletion at the bottom.

Editing your name

1. Click the **Edit** icon (pencil) next to your name.
2. Update your first and/or last name.
3. Click **Save**.

Changes take effect immediately. Your name appears in the "From" field on emails you send and in the watch page header your recipients see, so make sure it matches how you want prospects to see you.

Changing your email address

Your email address is both how you sign in AND your primary contact address. Changing it is a two-step verification process for security.

1. Click the **Edit** icon next to your email.
2. Type your new email address.
3. Click **Save**.

You'll see a banner that says **"Pending email change — verify the new address."**

4. Open your new email inbox and look for a confirmation email from coReel. Click the verification link inside.
5. Once you click the link, your email is changed and the old address no longer works for sign-in.

Note: Until you verify, your old email continues to work for sign-in. If you don't verify within 24 hours, the pending change expires and your email stays as it was.

If you don't receive the verification email, check spam/promotions. If it's truly missing, click **Resend verification** on the My Profile page.

Changing your password

1. Click the **Edit** icon next to the password field.
2. Type your current password.
3. Type your new password (twice).
4. Click **Save**.

Passwords must be at least 8 characters. We recommend using a password manager to generate and store a long, unique password.

If you have two-factor authentication enabled, you'll also be prompted for a TOTP code or recovery code to confirm the change. See Setting Up Two-Factor Authentication.

Forgot your password?

If you're locked out of your account:

1. Go to the sign-in page at app.coreel.ai/login.
2. Click **Forgot password?**
3. Enter your email and click **Send reset link**.
4. Open the reset email and click the link inside.
5. Set a new password and sign in.

Reset links expire after 1 hour for security. If yours expires, request a new one.

Deleting your account

If you no longer want to use coReel, you can permanently delete your account from My Profile.

What happens when you delete your account:

- Your account is deactivated immediately — you'll be signed out and can no longer sign in.
- Your name, email, and personal data are removed from your profile.
- Your connected integrations (Google, Microsoft, Keap, HighLevel, HubSpot) are disconnected. Where supported, coReel also requests that those providers revoke our access (Google and HubSpot allow this; other providers are noted in our security audit log).
- Your video files and watch pages remain accessible to your team for legal/billing reasons IF you're part of an organization with multiple users, and the team owner retains visibility. If you're the only user in your organization, your videos are also marked for deletion.
- If you have an active subscription, billing stops at the end of the current period — no refund for partial periods.

Note for team accounts: If you're an **owner** of an organization, deleting your account doesn't automatically delete the organization or its data. Transfer ownership to another team member first, or contact support to delete the entire organization.

How to delete

1. Go to **My Profile**.
2. Scroll to the bottom — **Delete my account**.
3. Click **Delete account**.
4. Confirm by typing your password.
5. Confirm again — this step is intentional. There's no undo.

This is permanent. Once you confirm, your account is deactivated immediately and the deletion process begins.

A note on data retention

For compliance and legal reasons, some data persists in our systems beyond account deletion:

- **Security audit logs** — records of sign-ins, integration connects/disconnects, deletion events. Retained for 12 months.
- **Billing records** — invoices and payment records retained for the legally required period (typically 7 years).
- **Team-owned content** — if you're a sub-user, videos you created remain visible to the owner/managers of your team.

See our Privacy Policy for full details on data retention.

Troubleshooting

The "Save" button is grayed out when I try to change my name/email. You haven't changed anything yet, or the new value is the same as the old one. Make sure the field actually contains different text than what was there.

I changed my email but didn't get the verification message. Check spam and promotions folders. If it's missing entirely, click **Resend verification** on My Profile. If still missing, contact support — there may be a delivery issue with your email provider.

I deleted my account by mistake — can I undo it? Within the first **24 hours**, contact support immediately. We may be able to reverse the deactivation if data hasn't yet been fully purged from backups. After 24 hours, deletion is permanent.

I want to keep my videos but stop using the service. You can downgrade to a free plan instead of deleting. Go to **Settings → Billing** and choose a downgrade option. Your videos and watch pages remain accessible.