HELP

Manage your account and your data

Edit your profile, email or password on iPhone or the web, protect your account, choose how your photos are used and delete your account.

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Written with the help of an AI

What it is for

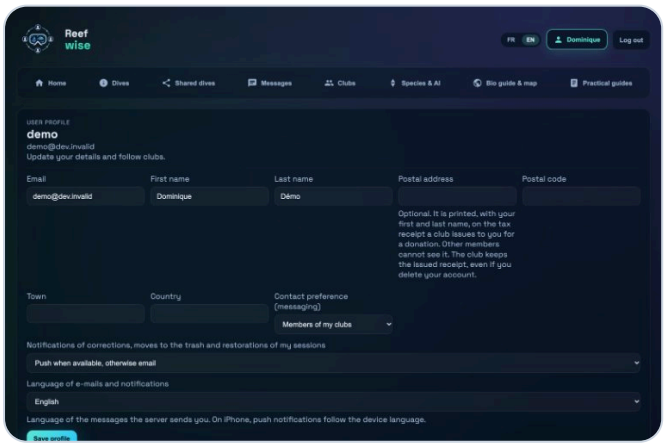
Your account gathers your dives, your photos and your memberships. This page shows where to change your details, how to protect access to the account, and how to remove your data.

Where the settings are

You want to…	iPhone	Web space
Change your password	Settings, **Account**, **Profile**	Profile
Recover a forgotten password	Sign-in screen	Sign-in page
Change your email address or your name	Settings, **Account**, **Profile**	Profile
Enter your phone and accept WhatsApp	Settings, **Account**, **Profile**	Not available
Choose who can message you and how you hear about your sessions	Settings, **Account**, **Profile**	Profile
Choose the language of emails and notifications	Settings, **Account**, **Profile**	Profile
Enter your postal address, for the tax receipt of a donation to a club	Settings, **Account**, **Profile**	Profile
See your clubs and memberships	Settings, **Account**, **Profile**	Profile
Turn on two-step verification	Not available	Profile, **Account security**
Lock the app with Face ID or Touch ID	Settings, **Account**	Not applicable
Choose whether your photos improve identification	Settings	Profile
Delete the account	Settings, **Account** (or **Profile**)	Profile

On the iPhone, the settings open with the gear icon. In the web space, the profile opens by clicking your first name, at the top right.

Profile page with the account details



Reefwise

The profile on the iPhone

In Settings, **Account**, tap **Profile**. The screen shows the details of the web profile:

- **Identity**: the username, which cannot be changed, then the first and last names.
- **Phone**: the number, in international format, and **Receive club messages on WhatsApp**. Removing the number turns WhatsApp off.
- **Preferences**: **Who can message me** in the messaging, and **Session notifications** (corrections, moves to the trash, restorations).
- **Language**: the language of the emails and messages the server sends. Push notifications on the iPhone follow the language of the device.
- **Postal address**: printed, with your first and last names, on the tax receipt of a donation. **Donation receipts**, in Settings, **Account**, shows it and leads to the profile to change it.

Tap **Save** to send these changes. The screen also lists your **Clubs**, with your role or your pending follow request, and leads to **Season membership** and **Find a club**.

Password

- **Change it**: on the iPhone, in **Profile**, tap **Change the password**. In the web space, in the profile. Fill in the current password, then the new one (at least 8 characters) twice. Your other devices are signed out.
- **Account created with Apple or Google**: it has no password. **Choose a password** creates one, confirmed with that Apple or Google account, so that you can also sign in with your username.
- **Forgotten**: on the sign-in screen, **Forgot password?**. On the iPhone, this link opens the site page in the browser. You receive a link by email, valid for 30 minutes.

Email address

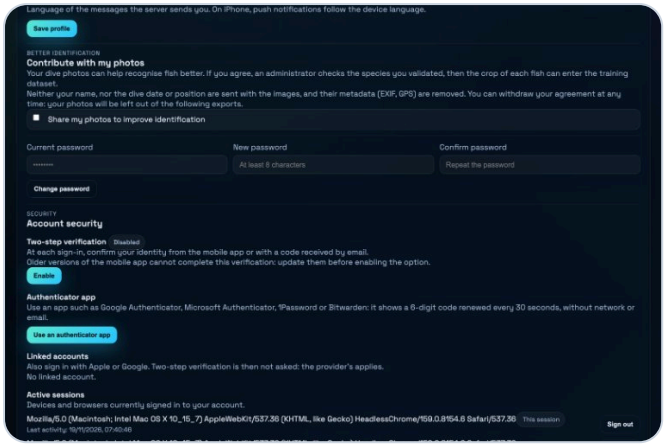
1. **iPhone**: in **Profile**, tap **Change the e-mail address**, type the new address and your current password, then **Send the confirmation link**. **Web space**: in the profile, change **Email**, type your current password, then click **Save profile**.
2. A confirmation link is sent to the new address. Open it within 24 hours. Until then, the former address stays in use.

Resend the link and **Cancel the change** are offered while the confirmation is pending. An account created with Apple or Google confirms the change with that account instead of the password.

Protect your account

- **Two-step verification (web space)**: in **Account security**, click **Enable**, type the code received by email, then write down your **Recovery codes**. You can then use an authenticator app.
- **Active sessions (web space)**: **Sign out all other sessions** closes the access on your other devices, for instance after losing a phone.
- **App lock (iPhone)**: in **Account**, turn on **Unlock with Face ID** (or Touch ID). The app then asks for your face or your fingerprint each time it opens.

Account security section of the profile



Reefwise

Your photos and better identification

The setting **Share my photos to improve identification** is off until you answer. When it is on, an administrator checks the species you validated before the fish crops can be used to train the recognition. You can change your mind at any time.

Delete your account

1. **iPhone**: Settings, **Account** (or **Profile**), **Delete my account**. **Web space**: profile, section **Danger zone**.
2. Type your password, then the confirmation word **DELETE**.
3. Tap **Permanently delete my account**.

> Deletion is immediate and cannot be undone. It removes from the server your dives, their photos and videos, your comments, your messages, your memberships and your registrations. Files stored on your iPhone, including the photos in the Photos app, are not removed. A club keeps the donation receipts it issued to you, with your name and address as they appear on them.

If you can no longer reach the account, the **Data deletion** page of the public site lets you ask for it: the team checks that the account is yours, then answers by email.

Good to know

- There is no global export of your data. Dives are exported one at a time in UDDF format (see “Import and export your logbook”).
- The iPhone permissions (camera, photos, location, notifications) are checked in Settings, **Permissions** section, with **Open Settings** to change them.
- In guest mode, there is no account: your data stays on the device.

Going further

To decide dive by dive what others see, see “Share a dive”.

Scan to open the online version