



Arm Account Frequently Asked Questions

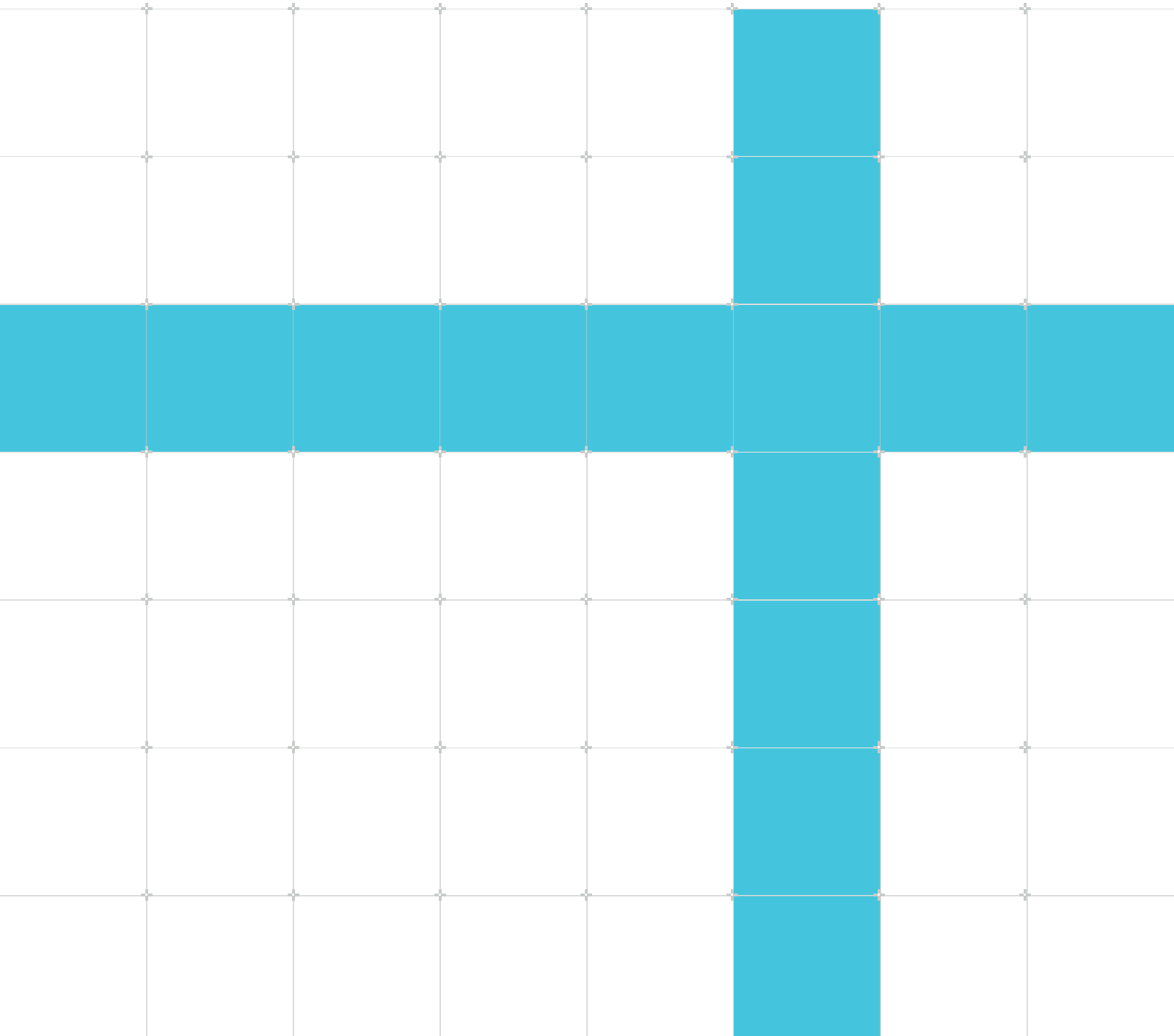
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Issue 01

102917_0201_01_en



Arm Account Frequently Asked Questions

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Release information

Document history

Issue	Date	Confidentiality	Change
0201-01	19 November 2024	Non-Confidential	2.1 Release
0200-02	20 September 2024	Non-Confidential	2.0 Release
0100-02	17 June 2024	Non-Confidential	1.0 Release

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PRE-1121-V1.0

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1. Arm Account Frequently Asked Questions

Get help with your account access.

If you need help with access to your Arm account, we hope that you can find the answer in these frequently asked questions.

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Why am I being asked to reauthenticate my account?

Arm is committed to its privacy and security policies and at certain times across the Arm digital estate, we require you to validate your identity. This is for your safety and security as well as ours.

I have not received the email verification code that was sent to me

Check your email inbox for the email that contains your verification code.

The email is sent from no-reply@arm.com with this subject line: Arm Ltd account email verification code

If you cannot find your verification code email:

- Check your spam and junk folders.
- Generate another verification code email by clicking the **Send new code** button on the email address verification page.
- Your email server may have delayed or blocked delivery of the email. Contact your IT department to discuss the issue.

My verification code was not accepted

If you are sure that you have entered your verification code correctly, but you are presented with an error message, this is probably because the code has expired. Each verification code expires after five minutes. Click the **Send new code** button to generate a new code.

I cannot log in with my email address

Ensure that you are using the same email address that you used to register for your Arm account. If you still cannot access your account, click the **Forgot your password?** button at the bottom of the login screen to reset your password.

I have forgotten my password

Click the **Forgot your password?** button at the bottom of the login screen to reset your password. You will be taken through steps including email address verification.

I still cannot log in after trying all the suggestions on this page

There are a few more things that you can try to gain access:

- Clear your browser cache.
- Make sure that you are using the latest version of your browser.
- Use a different browser.

If all of this fails, you can email Arm support onlinesupport@arm.com

Why do I need to verify by email after I have verified with my phone?

If the IP address that you are using does not match a registered IP address for your company, we may ask you to verify that you still have access to your company email.

What can I do if I am having trouble with my Authenticator app

Installing the Authenticator app (Google or Microsoft) is a guided journey. Please follow the instructions to scan the QR code and provide your verification code. If you have any questions regarding the use of the Authenticator app, please contact onlinesupport@arm.com.

If you cannot access your code, or cannot access the app successfully, please try re-installing the app. If you are still having issues, please contact onlinesupport@arm.com.

If you wish to make changes to your Authenticator app, for example to install on a new device or to switch from one Authentication provider to another, we will need to assist you with this journey. Please contact onlinesupport@arm.com.

How can I delete my Arm account?

Please email privacy@arm.com to request deletion of your Arm account.

How can I contact the Arm Support team with login and registration issues?

Please email onlinesupport@arm.com providing relevant information.