

Basics & Settings SOP: How to Change Amazon Email Address Login Settings

03/17/2025 8:24 am CDT



Who is this for? Amazon users who wish to change their email address login settings for their Amazon account.



Objective: To provide step-by-step instructions to Amazon users on how to change their email address login settings, ensuring that they can access their Amazon account using their new email address without any issues.

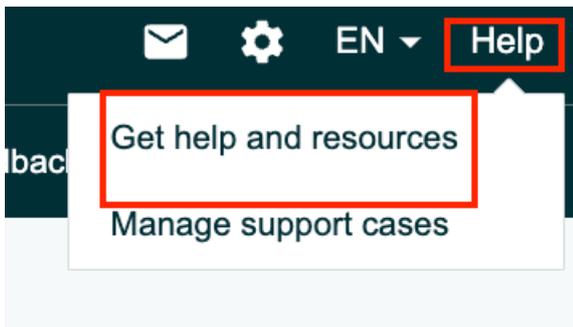
1. Go to your Seller Central Account and access your Seller Central account (or the client account, if you're doing this on behalf of a client).

amazon seller central

The screenshot shows the Amazon Seller Central sign-in interface. At the top, it says "Sign in". Below this, there are two input fields: "Email or mobile phone number" and "Password". To the right of the password field is a link that says "Forgot your password?". Below the input fields is a yellow "Sign in" button. Underneath the button, there is a line of text: "By continuing, you agree to Amazon's Conditions of Use and Privacy Notice." At the bottom, there is a checkbox labeled "Keep me signed in." followed by a link "Details" with a small upward-pointing arrow.

First Phase - Submit Ticket to Amazon

2. Once you've logged into Seller Central, locate and click the "Help" > "Get help and resources" button in the top right-hand corner of the page.



3. You will be redirected to this page below. Click "My issue is not listed".

Where is your issue happening? Important

Select the store

 United States

Select a service ?

Selling on Amazon

Select an issue to resolve

<p>Inventory lost in FBA warehouse <input type="radio"/></p> <p>Request to reconcile or reimburse missing inventory in fulfillment centers</p>	<p>Listing not buyable <input type="radio"/></p> <p>Investigate inactive or blocked listings</p>
<p>Brand - update <input type="radio"/></p> <p>Reconcile or update brand name information on the detail page</p>	<p>FBA Returns Reimbursement <input type="radio"/></p> <p>Resolve issues related to FBA returns, refunds, and reimbursements</p>
<p>Inventory missing from inbound (ILAC/MFI/WMS) <input type="radio"/></p> <p>Request a reconciliation or dispute missing units in an FBA shipment</p>	<p>Adding a product <input type="radio"/></p> <p>Learn about how to create a listing or reconcile listing errors (5461, 5665, 8572, 8541)</p>
<p>Title, description, bullets update <input type="radio"/></p> <p>Fix incorrect or missing details on the detail page, like the title, bullets, or description</p>	<p>Inventory damaged in FBA warehouse <input type="radio"/></p> <p>Request to reconcile or reimburse for inventory damaged or disposed of in warehouse</p>

My issue is not listed 

4. Enter your Case Details, then Continue. Be as direct as possible, as longer cases will increase the potential margin for error in your response. The more specific the case filed, the more specific your answer will be.

Note: If your question is about a specific ASIN, make sure to include that ASIN in the case.

In this case, since we are trying to update an email address for a Seller's Account we need to let Amazon know that we are making this change so they don't reject it. The following text is sufficient for this case:

"Hi Support,

I would like to let you know that I will be updated the email for this account. Thanks, "

5. Once you're finished filling out the dialogue box, click "Continue."

Or, describe your issue

Hi Support,
I would like to let you know that I will be updated the email for this account. Thanks,

What is personal or sensitive data? ⓘ

Continue ←

6. Choose "Account Related"

We could not understand your issue and need more information

Please select a category so we can connect you to the right Associate

Account related FBA related Product or listing related Amazon Custom Amazon Business (B2B)

Marketplace Web Service (Amazon MWS) Amazon Global Logistics

The system will prompt you to enter your contact information and this will allow you to receive email updates as the case is submitted and the case progresses. We have rarely seen anyone respond to the case when we select the "Phone" option, so Email is preferable here.

7. Enter your email address and then click the "Send" button to finish submitting your case.

Step 2

Connect with an Associate

Select a language from the drop-down list

English ▼

Short description

Other account issues

Contact method

Email Phone

Your email Add CC

Your number (optional, if you would like a callback)

▼

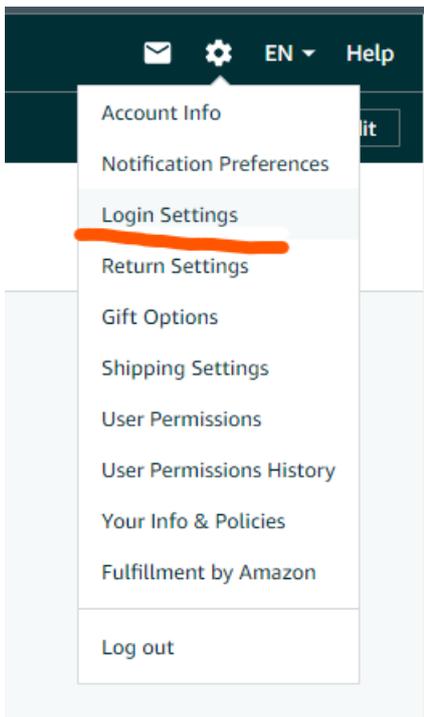
This issue is urgent and requires immediate attention.

[+ Add attachments](#)

Second Phase - Login Settings 'Change Email'

Return to your Seller Central main page which can be done by clicking on the Amazon Seller Central logo in the top left part of the page.

8. Hover your cursor over "Settings" and then click "Login Settings."



9. You will be redirected to the '**Login & Security**' page. Go ahead and hit '**Edit**' inside the box labeled "**Email**"

Clicking on this will take you to the page where you'll enter the new email address.

10. From this page, enter the desired '**New email address** and click '**Continue**'

After you enter the email address desired you will be redirected to a page that asks for an OTP. This is a One-Time-Password that will be sent to your new email address. Without leaving this page access your email and find the code.

11. Once you have the OTP code, enter it in the box and click the yellow "**Continue**" button.

12. Click the "**Continue**" button, if the OTP was correct then you should be good to go.

Your login email should be updated to the new email.
