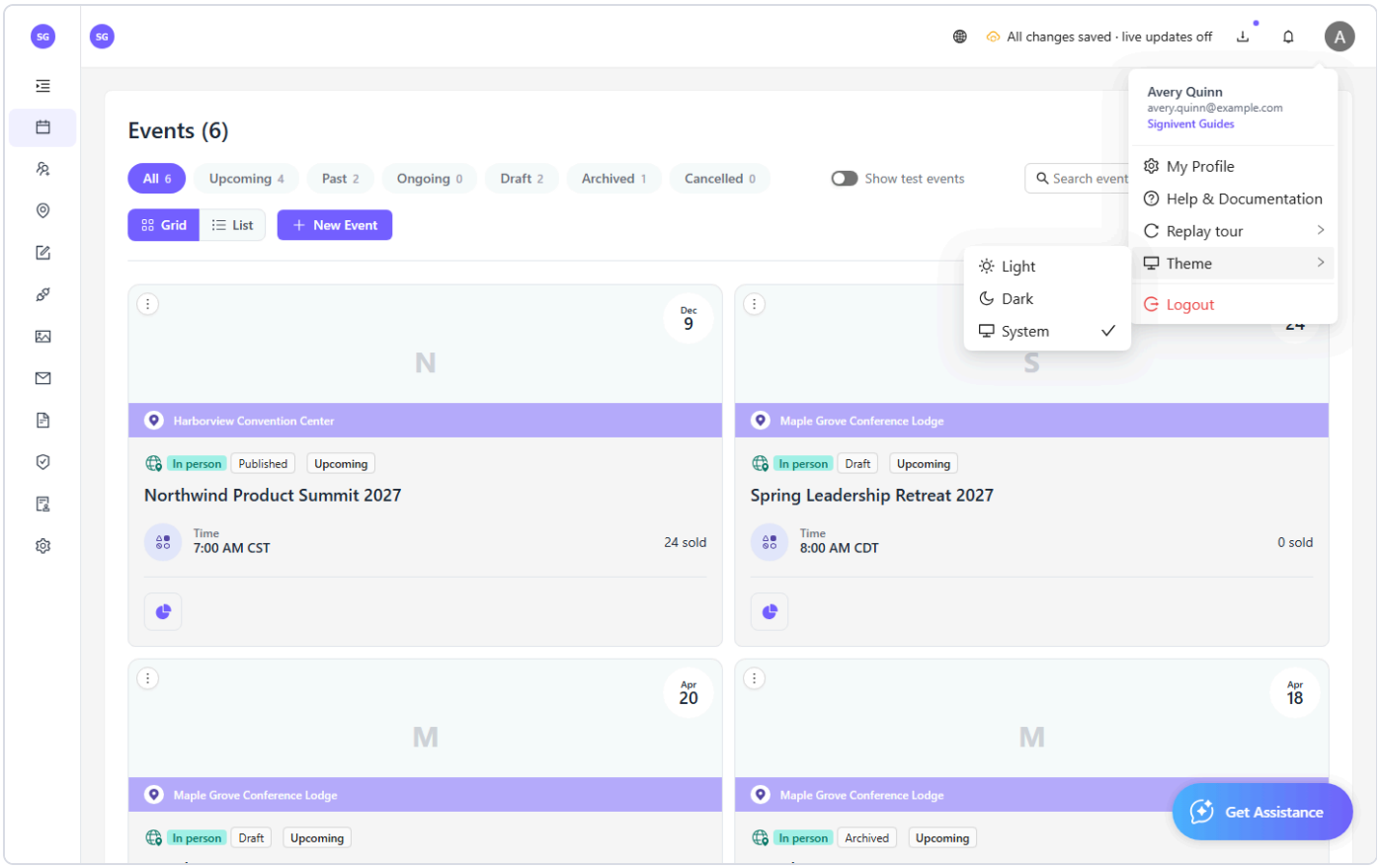
SIGNIVENT

Your profile, preferences and security

Signivent · Last updated October 25, 2026

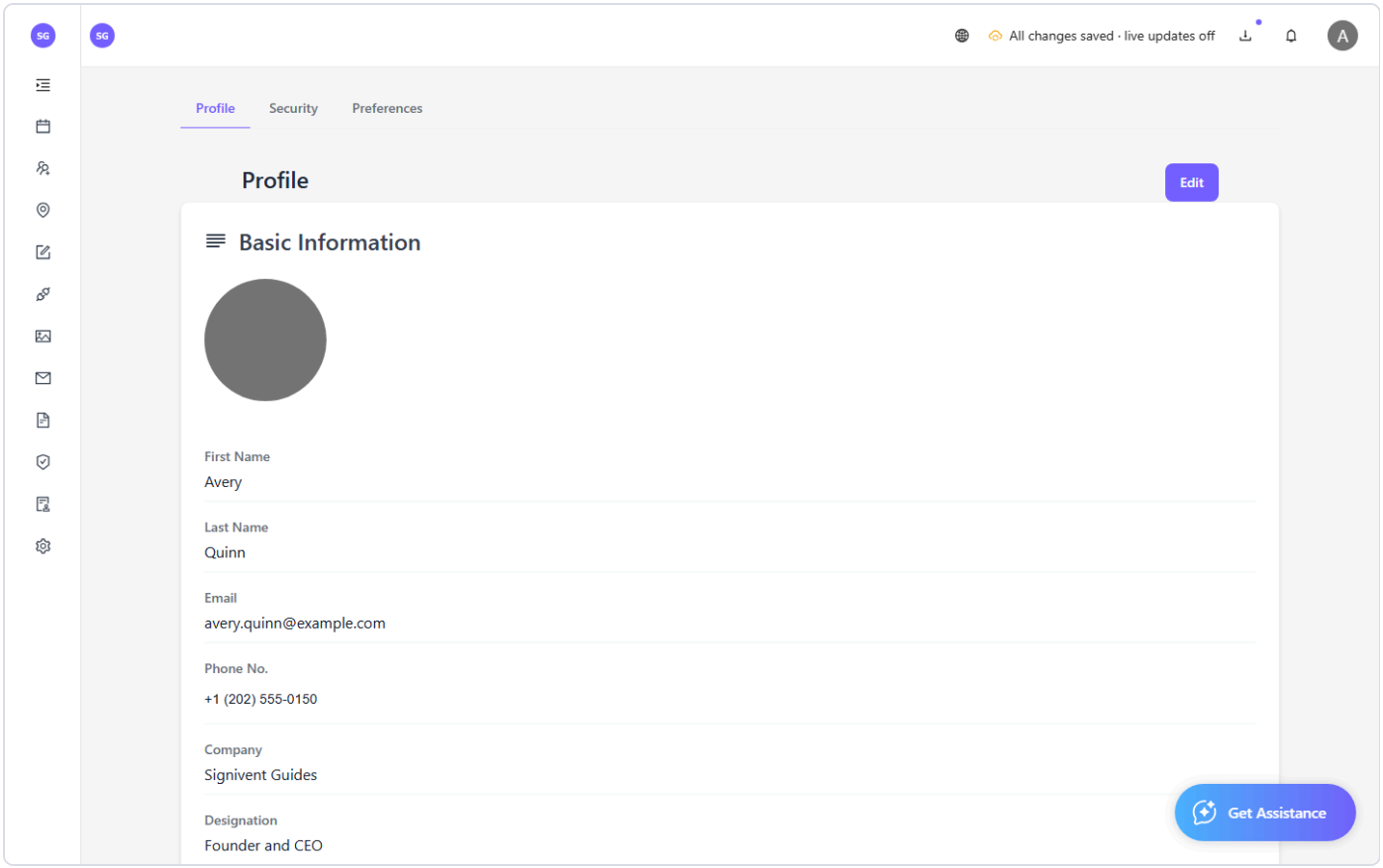
Your profile belongs to you, not to the organization: your name, contact details, password, two-factor authentication, signed-in sessions and display preferences. Open it from the avatar in the top right corner: **My Profile**. The page has three tabs: **Profile**, **Security** and **Preferences**.



The avatar menu: your email and organization, My Profile, Help & Documentation, Replay tour, Theme with Light, Dark and System, and Logout

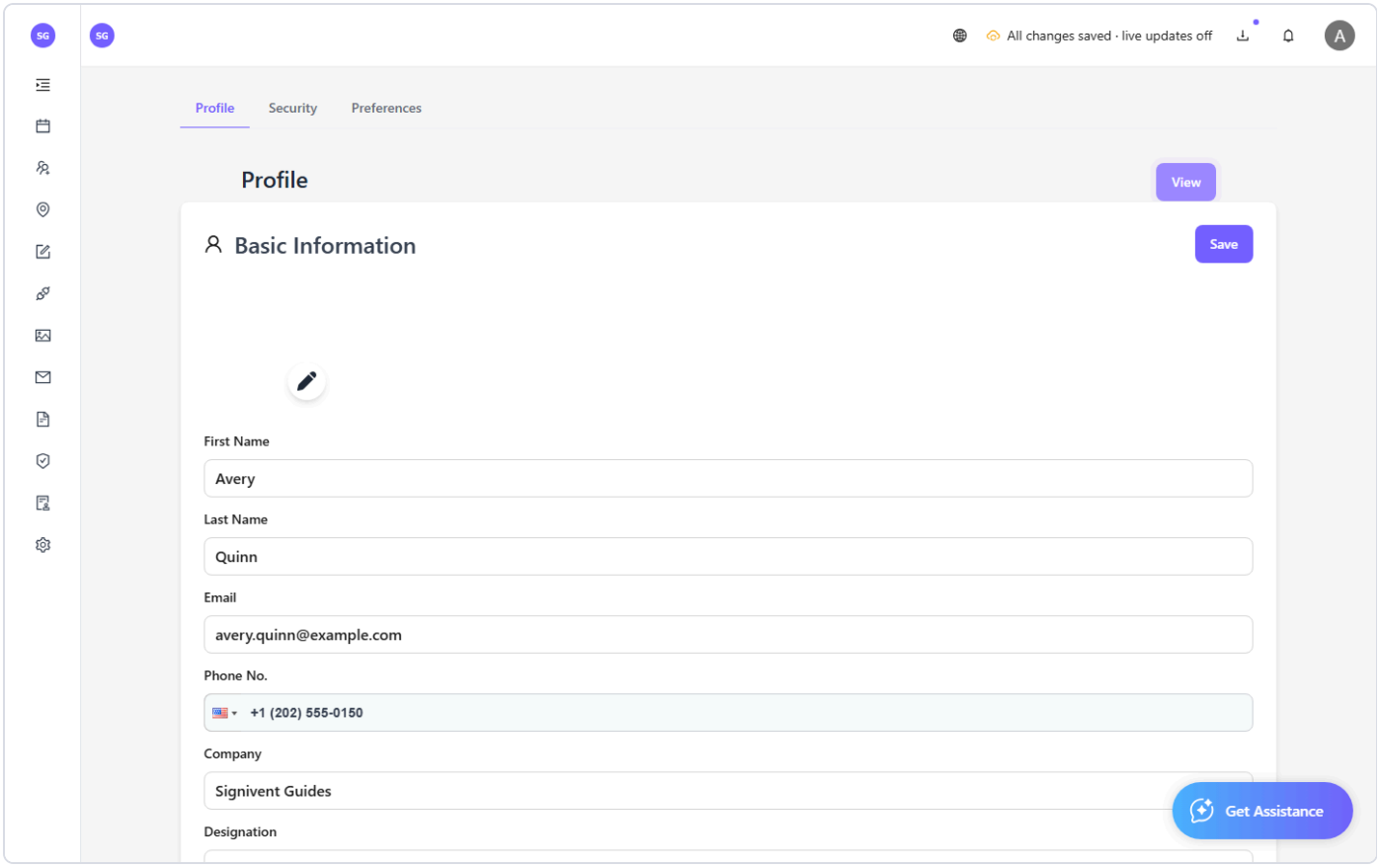
The same menu has **Help & Documentation**, **Replay tour** (runs the product tours again), **Theme** and **Logout**.

Edit your details



The Profile tab: photo, first and last name, email, phone, company and designation

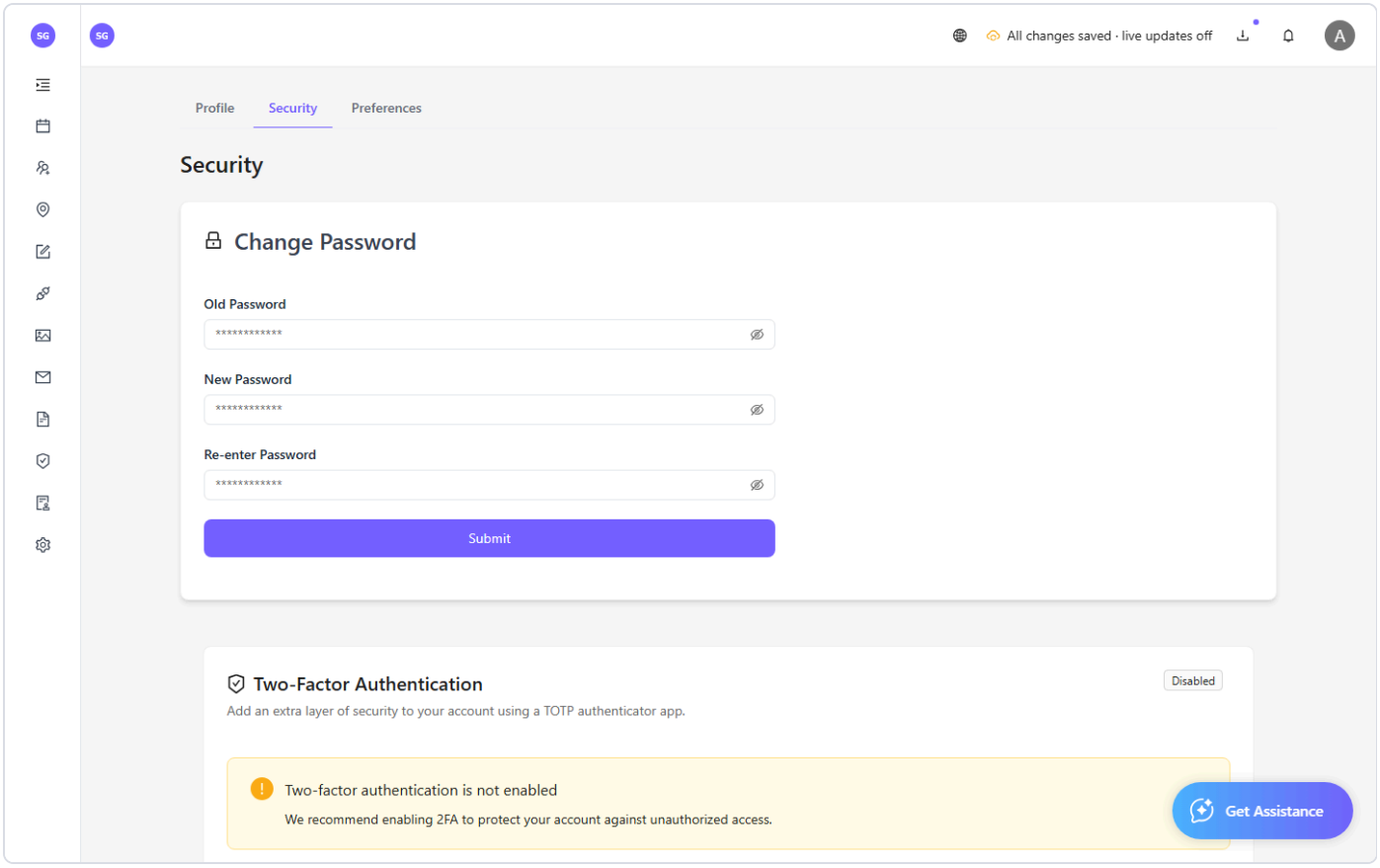
1. Open **My Profile**. You land on the **Profile** tab.
2. Click **Edit**.
3. Change your **First Name**, **Last Name**, **Phone No.**, **Company**, **Designation** or address. Click the pencil to add a photo.
4. Click **Save**, then **View** to leave edit mode.



The Profile tab in edit mode, with the photo pencil and editable fields

Change your password

1. Open **My Profile** > **Security**.
2. Enter your **Old Password**, then the **New Password** twice.
3. Click **Submit**.



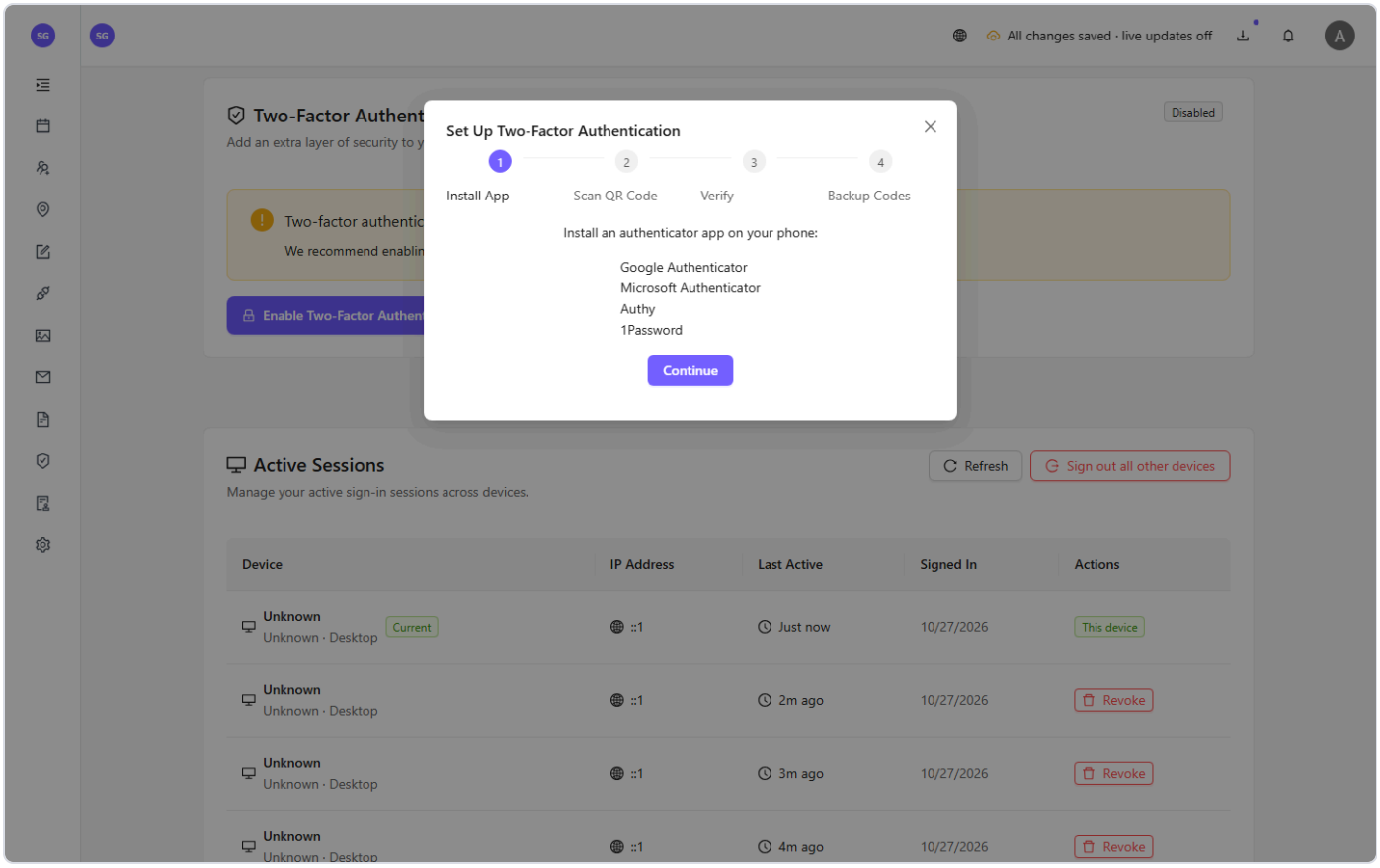
The Security tab: Change Password with old, new and re-entered password, and the Two-Factor Authentication card below

A new password needs at least 8 characters, with an uppercase letter, a lowercase letter, a digit and a special character. When the change succeeds you are signed out and land on the sign-in page, so sign in again with the new password.

Turn on two-factor authentication

Two-factor authentication (2FA) asks for a code from an authenticator app each time you sign in, so a stolen password alone is not enough.

1. On **My Profile** > **Security**, find **Two-Factor Authentication**. The tag says **Disabled** until you finish.
2. Click **Enable Two-Factor Authentication**.
3. **Install App.** Install an authenticator app on your phone (Google Authenticator, Microsoft Authenticator, Authy or 1Password) and click **Continue**.
4. **Scan QR Code.** Scan the code with the app.
5. **Verify.** Enter the six-digit code the app shows.
6. **Backup Codes.** Save the backup codes somewhere safe. Each one signs you in once if you lose your phone.

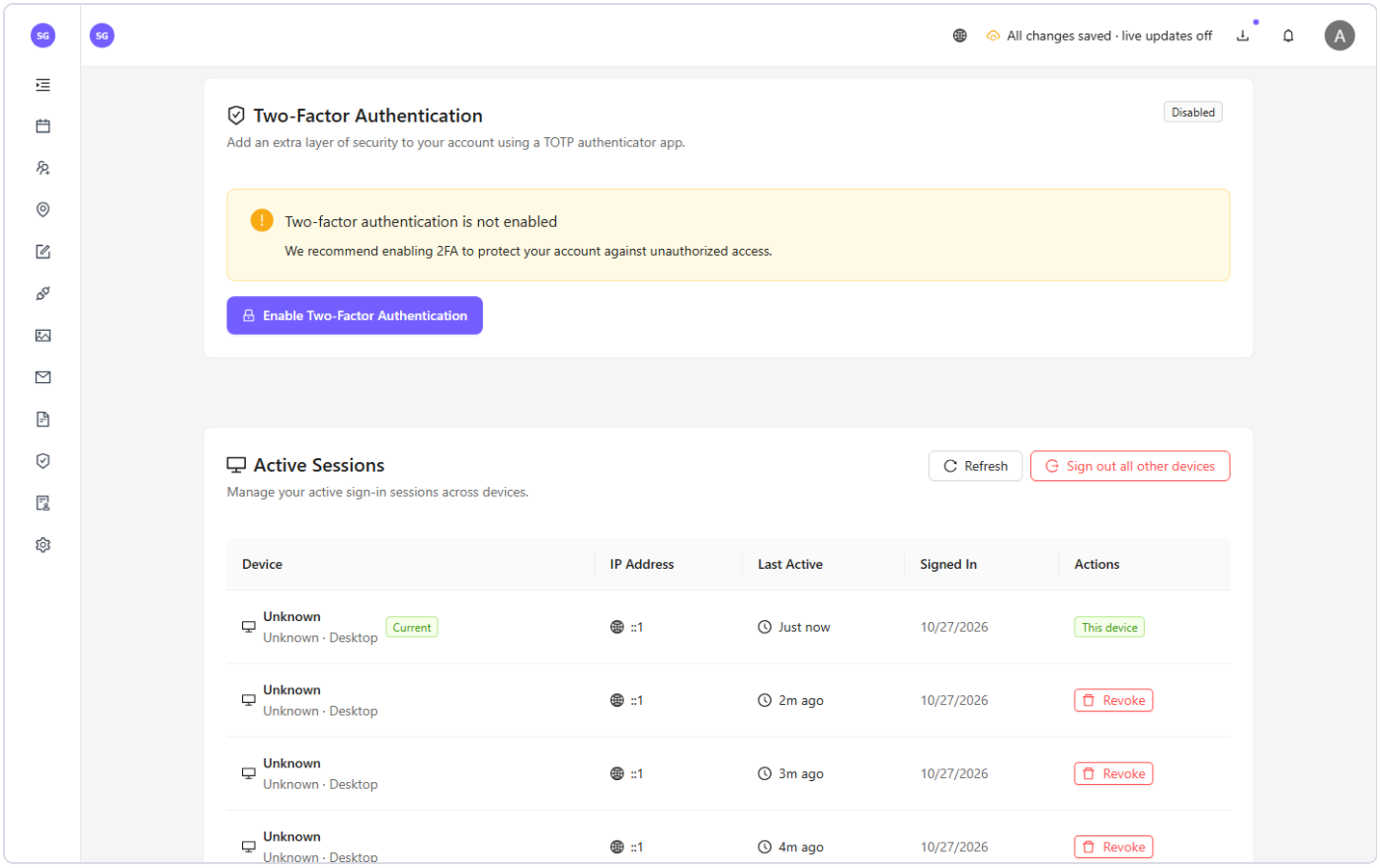


Step 1 of the two-factor setup: Install App, with the list of authenticator apps and Continue

Your organization can require two-factor authentication for everyone; see Single sign-on and security.

See where you are signed in

Active Sessions, at the bottom of the Security tab, lists every browser and device signed in to your account, with its IP address, when it was last active and when it signed in. The session you are using is marked **Current**.



Active Sessions: the current session marked This device, other sessions with a Revoke button, and Refresh and Sign out all other devices

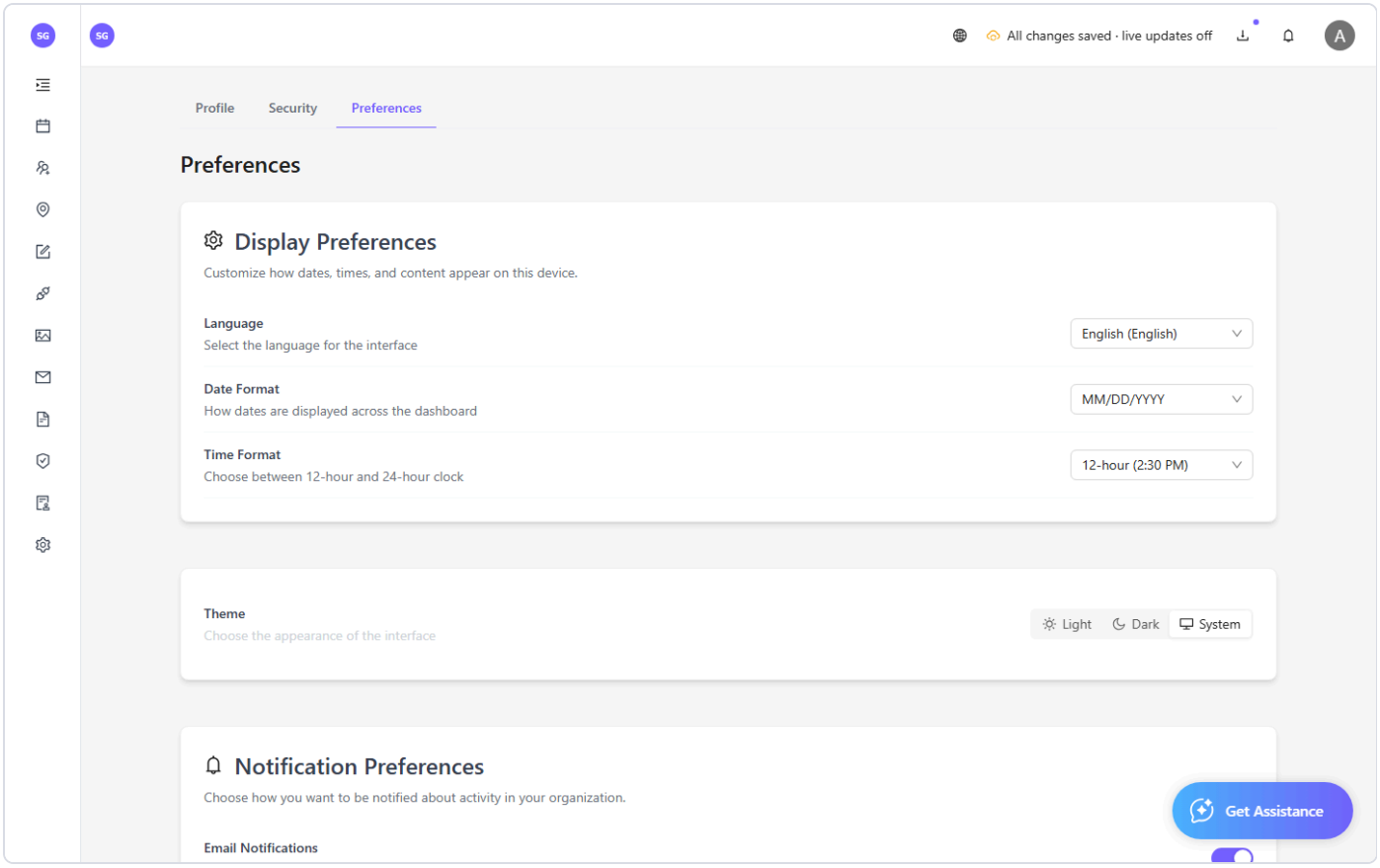
- **Revoke** signs out one session.
- **Sign out all other devices** signs out everything except the browser you are using.
- **Refresh** reloads the list.

If you see a session you do not recognize, revoke it and change your password.

Set your display preferences

Preferences are yours alone. Each one is saved to your profile as soon as you pick a value.

1. Open **My Profile** > **Preferences**.
2. Under **Display Preferences**, pick:
    - **Language** for the interface.
    - **Date Format**: MM/DD/YYYY, DD/MM/YYYY or YYYY-MM-DD.
    - **Time Format**: 12-hour or 24-hour.

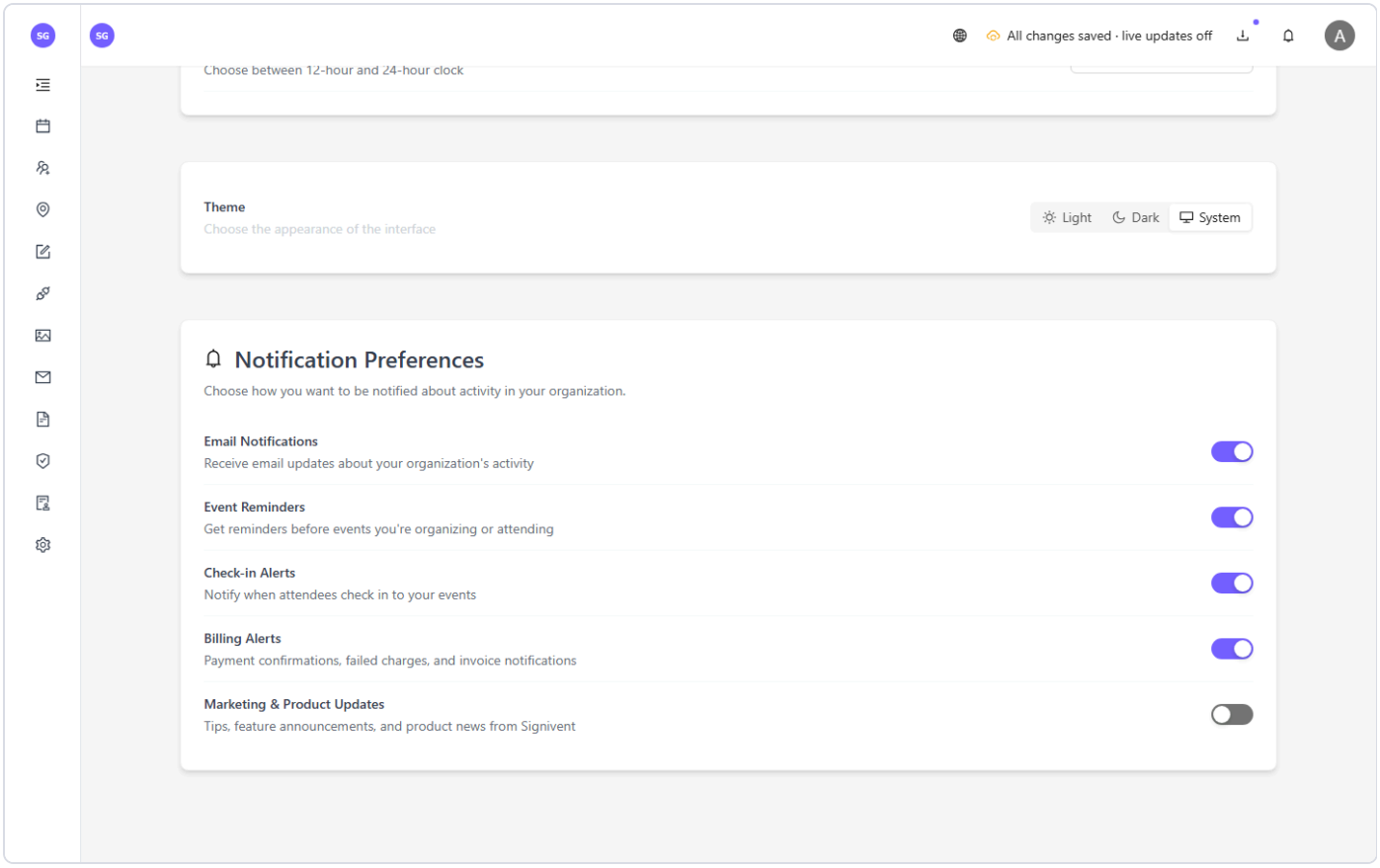


Preferences: language, date format and time format, and the Theme card

To switch between light and dark, use the **Theme** card here or **Theme** in the avatar menu: **Light**, **Dark** or **System** (follows your computer's setting). Both change the same setting.

Choose your notifications

At the bottom of **Preferences**, **Notification Preferences** turns each kind of message on or off for you: **Email Notifications**, **Event Reminders**, **Check-in Alerts**, **Billing Alerts** and **Marketing & Product Updates**.



Notification Preferences: five switches, the first four on and Marketing & Product Updates off

Delete your account

The **Danger Zone** at the bottom of the Profile tab has **Delete Account**. It permanently deletes your personal account and data, and you lose access to every organization you belong to. It cannot be undone. To remove someone else from your organization instead, use Team.

Troubleshooting

You see	Why	Fix
"Password must be at least 8 characters long" (or must contain a digit, lowercase, uppercase or special character)	The new password does not meet the rules	Add what the message asks for
The re-entered password is flagged	The two new passwords differ	Type them again
You were signed out after changing your password	This is expected	Sign in with the new password

You see	Why	Fix
"Failed to initiate MFA setup"	The server could not start two-factor setup	Try again; if it repeats, copy the reference shown and contact support
A session you do not recognize	Someone else may have your password	Revoke it, then change your password and turn on two-factor