

### Retrieve your user ID from sign-in page

1. On the [Sign in to DIRECTV](#) page, select **Forgot email or user ID?**
2. Enter your email address or account number.
3. Select **Continue**.
4. We'll send your user ID to the email address on file.

**Tip:** Your account number is located at the top left of your paper billing statement.

### Reset your password from sign-in page

1. On the [Sign in to DIRECTV](#) page, select **Forgot Password**.
2. Enter your **User ID** and **Last name** and select **Continue**.
3. We'll email you a temporary password. Copy and paste your temporary password in the entry field and select **Continue**.
4. Enter a new password and confirm it.
5. Select **Continue**.

**Heads up:** Temporary passwords cannot be used to sign in at [directv.com](#).

### Change your password from your Profile

1. Sign in at [directv.com](#).
2. Select **Change** under Password.
3. Enter your current password and new password. Confirm your new password and select **Save Changes**.

### Change your user ID from your Profile

1. Sign in at [directv.com](#).
2. Select **Change** under User ID.
3. Enter your new user ID and select **Next**.
4. Select the method to receive the one-time code and click **Next**.
5. Enter the one-time code in the following screen and click **Next**.
6. Review changes in the next screen and Submit.

**Heads up:** You'll also use this updated user ID or password in the DIRECTV App.