

Continue





























To sign in, follow the steps for your device below. If you're having issues signing in to your Netflix account, see Can't sign in to Netflix.TV or TV streaming deviceSign in on a smart TV or device that connects to a TV, including: streaming sticks and media players, cable boxes, Apple TV, and Xbox or PlayStation game consoles.Phone or tabletSign in to the mobile app on an Android phone or tablet, iPhone, or iPad. Computer or web browserSign in on the Netflix website or the Netflix app for Windows 10 and later. Access your Netflix account information and preferences from one location. Image Credit: fizkes/iStock/GettyImages You don't need to contact Netflix customer service to get information about your account. You can access your account information, such as your Netflix plan details, on the My Account page. In addition, you can also change your preferences, such as your video playback settings, from the same page. Each section of the My Account page has links to access more information and manage the section preferences. Access the My Account page through any page on Netflix after you sign in to your account. Sign in to your Netflix account and hover your cursor over your profile name to reveal a drop-down menu. Select "Your Account" from the menu to open the My Account page. Review the sections of the My Account page to determine the information you want to view or the preferences you want to change. For example, the Membership and Billing section has the settings to manage your Netflix account's email preferences. The My Account page has four pri sections: Membership and Billing, Plan Details, Settings and My Profile. Click "Email Preferences" under Update and Email in the My Profile section to open the Email Preferences page. The Membership and Billing section also has other account preferences that you can manage, such as your account login credentials, your payment information and your billing details. Review the current email preferences for your account and decide which emails you want to continue receiving from Netflix. For example, if you don't want to receive promotional emails from the company, clear the "Netflix Offers" check box. Click the "Update" button to update your email preferences. If you prefer not to receive any emails from Netflix, select the "Unsubscribe From All Email Lists Above" check box and then click "Update." Click "Change Plan" in the Plan Details section to switch from your current plan to a new plan. You can upgrade or downgrade your plan at any time. The section also displays the details of your current plan. Select the new plan if a change is desired and click the "Continue" button to move forward with the change. Review the details on the Change Streaming Plan pop-up window, such as the start date and price of the new plan, and then click the "Confirm Change" button to switch plans. Click "Sign Out of All Devices" in the Settings section to sign out of your account on all devices. The Settings section also has the settings to activate a Netflix-enabled device, such as an applicable HDTV or game console, and the option to opt-in to Netflix user experience tests. Click the "Yes" button. It can take up to eight hours for the change to propagate to all profiles and devices. Click "Playback Settings" in the My Profile section to access the video playback options. You can also view your ratings, reviews and viewing activity in the Playback Settings section. In addition, you can change subtitle appearance, the default language and manage your profiles from this section. Select your settings from the available options. For example, select the "Play Next Episode Automatically" check box if you want TV shows to progress from episode to episode without interruption. Click the "Save" button to save the changes. Enter the code or personal identification number for a Netflix gift subscription or promotional offer in the Membership and Billing section's "Redeem" box. Click the "Redeem" button. The value of the gift or offer is applied to your Netflix account. The Gifts and Offers section also has the list of your past gift subscription purchases and the option to find locations in your area that sell Netflix gift cards. If you see steps to create a new account when you try to sign in to Netflix, follow these steps to return to the Sign In page.If these steps didn't work, your account is either using a different email address or isn't active anymore. Check whether you've been charged by Netflix recently.If you have-A charge from Netflix in the last month: Your account is still active, but it might be set up with a different email address. Try signing in with a different email address.No charge from Netflix in the last month: Your account might not be active anymore. Follow the steps to restart your account.Note:If you have an active gift card or promotion on your account, you might not see recent charges from Netflix. Welcome to Netflix! Below you'll find some information to get you started. If you don't see a topic covered here, try searching for it on our Help Center. If you haven't signed up yet and would like to learn more, visit What is Netflix?Signing inOnce you've opened the Netflix app or Netflix website, select Sign In to access your account and begin watching TV shows and movies. You can sign in on any Netflix-compatible device, or on multiple compatible devices. If you experience any issues, review the troubleshooting steps at Can't sign in to Netflix. If you don't have the Netflix app, visit How to download the Netflix app.Creating profilesYou can create profiles for members in your household, allowing them to have their own personalized Netflix experience. Your account can have up to five individual profiles, and you can set a maturity rating level on each one. Each profile will have its own recommendations based on that profile's ratings and tastes.Finding TV shows and movies You can search for titles you're interested in or browse suggestions provided by Netflix. Once you start viewing and rating titles, Netflix will show recommendations. You can also enable subtitles, captions, or alternate audio on many titles, or browse titles with your preferred subtitle or audio language.Managing your accountYou can update your account information at any time, and change your email, phone number, or membership plan by selecting the Account option within the Netflix menu. With Profile & Parental Controls, you can also adjust content controls, such as playback preferences, language, and subtitles. The articles below can help you learn how to manage your account.Membership & billingPlan detailsSettingsParental controls on NetflixHow to download titles to watch offlineMy ProfileStreaming on different devicesIf you have more than one Netflix-compatible device, you can switch devices at any time. Your membership plan determines the number of screens you can watch at the same time, but it does not restrict the number of devices you can associate with your account. If you want to watch on a new or different device, sign in to Netflix on that device. You can find more information about Netflix compatible devices, or our article about downloading the Netflix app for help setting up a new device. Watching on the goYou can access Netflix in over 190 countries around the world. If you know you'll be offline, you can download TV shows and movies on Netflix. To watch from a different latitude or time zone, learn what to expect while traveling or moving. Your billing history, along with the price and applicable taxes for your subscription, can be found in the payment history on your account page.Resolve payment issuesIf there is a problem with your payment method, here are some of the most common causes with suggestions to resolve the issue. Investigate unexpected charges Frequently Asked QuestionsNetflix is a streaming service that offers a wide variety of award-winning TV shows, movies, anime, documentaries, and more on thousands of internet-connected devices.You can watch as much as you want, whenever you want without a single commercial - all for one low monthly price. There's always something new to discover and new TV shows and movies are added every week!Watch Netflix on your smartphone, tablet, Smart TV, laptop, or streaming device, all for one fixed monthly fee. Plans range from EUR 7.99 to EUR 11.99 a month. No extra costs, no contracts.Watch anywhere, anytime. Sign in with your Netflix account to watch instantly on the web at netflix.com from your personal computer or on any internet-connected device that offers the Netflix app, including smart TVs, smartphones, tablets, streaming media players and game consoles.You can also download your favorite shows with the iOS or Android app. Use downloads to watch while you're on the go and without an internet connection. Take Netflix with you anywhere.Netflix is flexible. There are no pesky contracts and no commitments. You can easily cancel your account online in two clicks. There are no cancellation fees - start or stop your account anytime.Netflix has an extensive library of feature films, documentaries, TV shows, anime, award-winning Netflix originals, and more. Watch as much as you want, anytime you want.The Netflix Kids experience is included in your membership to give parents control while kids enjoy family-friendly TV shows and movies in their own space.Kids profiles come with PIN-protected parental controls that let you restrict the maturity rating of content kids can watch and block specific titles you don't want kids to see.Your browser preferences determine the language shown here. This article tells you how you can access and update information associated with your account.Much of the data that we store about our members is easily accessible by logging into your account in a browser and clicking on the Account option. In nearly all cases, the information our members are looking for can be found on this page. If you cannot find the data you're looking for in this manner, please contact privacy@netflix.com.The Account page gives you access to information such as:Account Information - account owner information you have provided to Netflix, such as email and phone number (available under Security), as well as plan selection information (available under Membership).Notification Settings - your indicated preferences with respect to Netflix communications you wish to receive (available by profile under Notification settings). Privacy and Data Settings - your indicated preferences with respect to:Matched Identifier Communications - your indicated preferences with respect to Netflix promotional communications on third party services (available by profile under Privacy and data settings).Behavioral Advertising - your indicated preferences with respect to whether you would like ads selected based on behavioral advertising information (available by profile under Privacy and data settings, except for Kids profiles, for which we do not engage in behavioral advertising).Payment and Billing Information - payment details you have provided to Netflix and information about the charges we have made or attempted to make to your payment method for your subscription (available under Membership).Profiles - details of any profiles that have been created within your Netflix member account, including playback preferences (available by profile under Profiles).Content Interaction History - a history of your Viewing activity and information regarding your interactions with content titles on Netflix, such as movies and TV shows you have rated (available by profile under Viewing activity).Access & device information - shows you details about signed-in devices that have been active on the account in the last 90 days.You can edit the following personal information on your Netflix account through the Account page:email addressmethod of paymentphone numberYou can also update your password, adjust your notification settings, and hide titles in your viewing activity. You may also contact Customer Service for help changing the following information:nameemail addressmethod of paymentpasswordIf you contact Customer Service, you must pass a verification process before our representatives can assist you with making any of these changes on the account.See our Privacy and Security help page for information on more topics.