

Amazon Alexa, Echo & Fire TV | Medium | 2 min read

How to sign out or change the Amazon account on a Fire TV or Echo, and fix Prime login problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Devices are tied to one Amazon account. If you bought a second-hand device, share a home with someone with a different account, or cannot log in to Prime Video, you may need to change the account.

Before you start

Changing the account on a Fire TV removes the old account's apps, settings and purchases from that device. They are not lost, as they stay on the old account. Make sure you know the email address and password for the account you want to use, and that you can receive any security code Amazon sends.

On a Fire TV

The menu names change between versions, but the idea is the same.

1. Press **Home** and go to **Settings**.
2. Look for **My Account** or **My Fire TV**.
3. Choose your Amazon account and look for the option to sign out or deregister.
4. Confirm and wait for the device to restart.
5. When asked, sign in with the other account.

On an Echo

In the Alexa app, an Echo can be moved to another account by deregistering it first. See our guide on selling or giving away an Echo.

Prime login problems

- Check you are using the correct email address for your Amazon account. People often have two.
- Reset your password using the **Forgotten password** option.
- If a code is sent to your phone or email, check the right one.
- Make sure Prime is active, since it may have expired or the payment failed.
- Restart the device and try again.

Staying safe

Amazon will not phone you to ask for your password or ask you to buy gift cards. Do not turn off two-step verification to make logging in easier.

When to get more help

If you are locked out of your Amazon account, use the account recovery option on the Amazon website, and ask for help if it is not working. Vision Tech can guide you through recovery safely.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.