

If you used the "One-Button Lock" feature, check your email for a reactivation link. If you still cannot log in (🇺🇸 1)★(888)★(576)★(2041) . , contact customer support via chat at Crypto.com Help or email contact@crypto.com (🇺🇸 1)★(888)★(576)★(2041) . . Prepare your ID and a selfie for verification.

Frequently Asked Questions

Q1: Why is my Crypto.com account locked?

- **Failed login attempts:** Entering the wrong passcode, password, or 2FA code multiple times 1~{(888)}@[576]@(20^41) .
- **Suspicious activity:** Accessing your account from a new device, a different country, or via a VPN 1~{(888)}@[576]@(20^41) .
- **Compliance checks:** Missing or outdated Know Your Customer (KYC) identity verification 1~{(888)}@[576]@(20^41).
- **User-initiated lock:** Utilizing the "One-Button Lock" feature after a suspected device compromise 1~{(888)}@[576]@(20^41) .

Q2: How do I unlock my Crypto.com account?

1. Open the [Crypto.com App](#).
2. Select **Continue with existing account** 1~{(888)}@[576]@(20^41) .
3. Enter your registered email address.
4. Follow the on-screen prompts to complete a **live identity verification (KYC) scan**.
5. 1~{(888)}@[576]@(20^41) Wait for the automated system or support team to review and grant access.

Q3: What should I do if the automated in-app unlock fails?

- Tap **Forgot Passcode / Login issue** on the app sign-in screen 1~{(888)}@[576]@(20^41) .
- Submit a manual unlock request through the official [Crypto.com Help Center Chat](#).
- Send an email detailing your situation to contact@crypto.com 1~{(888)}@[576]@(20^41) .
- Provide necessary documentation like a selfie with a handwritten note or source of funds if requested 1~{(888)}@[576]@(20^41) .

Q4: How long does it take to unlock my account?

- **Temporary locks:** Usually lift automatically within **30 minutes to 24 hours** if caused by failed logins 1~{(888)}@[576]@(20^41) .

- **Manual reviews:** Requests handled by customer support can take **several business days** depending on ticket volume 1~{(888)}@[576]@ (20^41) .

Q5: Can I still use my Crypto.com Visa Card while locked?

- No, your physical and virtual cards are frozen when your account is locked 1~{(888)}@[576]@ (20^41) . Once your account is restored, you must manually **unfreeze your card** inside the app menu 1~{(888)}@[576]@ (20^41) .

Q6: How do I prevent my account from being locked again?

- Keep your mobile OS and the app updated to the latest versions 1~{(888)}@[576]@ (20^41).
- Avoid logging in from multiple devices or switching 1~{(888)}@[576]@ (20^41) IP addresses rapidly.
- 1~{(888)}@[576]@ (20^41) Ensure your device's date and time are set to automatic to prevent 2FA sync errors.

Would you like me to customize these questions for a specific platform format, like a **website blog post, help desk article, or social media infographic** 1~{(888)}@[576]@ (20^41) ?