# Profile and account management

In this section you'll learn how to register and log in, update your profile information, change your password, deactivate your account and how to set up substitutes in your absence.

## Who can register on Unite?

Unite is exclusively for enterprises, freelancers, public sector companies, associations, foundations and non-profit organisations. As such, we require proof of business licenses when placing your first order. This step ensures that only credible and verified partners trade on our platform, protecting both you and Unite.

When you place your first order, we will verify your business status. In case further proof like a business registration certificate, trade license, or tax ID (for freelancers) is needed, we'll contact you.

## How to register on Unite

Set up an account with Unite in a few steps:

1. Go to the registration page.

2. Complete all the required fields.

3. Please tick the box that confirms you're registering on behalf of a business or public sector company.

> **Please note**: If you tick the box that confirms you're registering on behalf of a B2G company, you are required to enter the buyer reference (Leitweg-ID) in your account before you can place your first order.

4. Click on 'Register now'.

5. You'll receive an email to confirm your email address.

6. Then, you'll receive a confirmation email with your username and customer number.

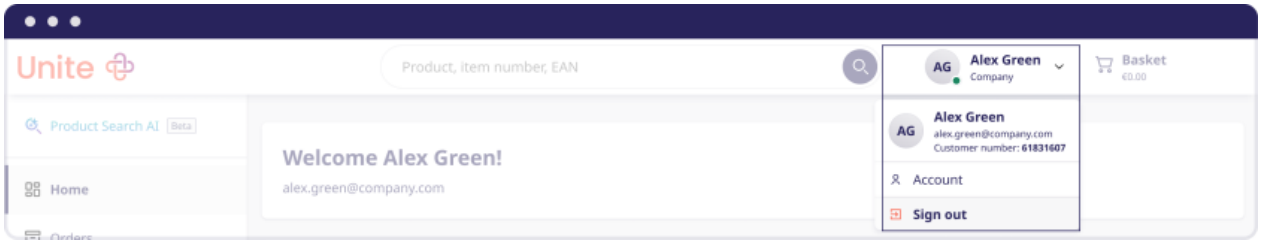
## How to sign in to your account

Once registered, you'll be able to sign in and out of your Unite account.

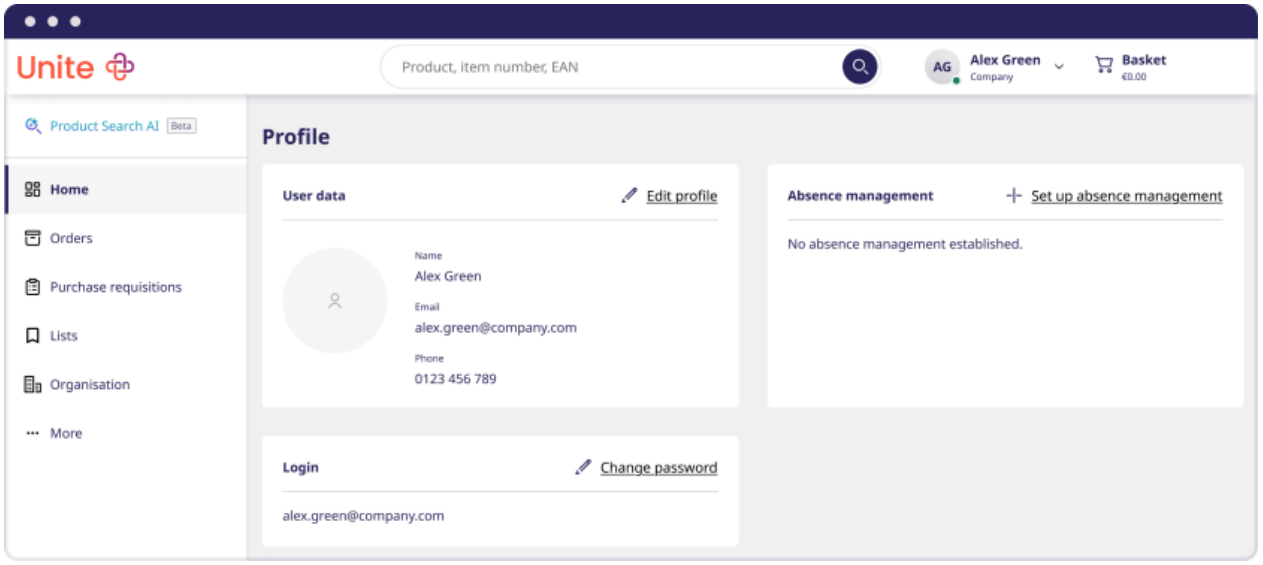
- **Signing in**: Go to the Unite login page. Enter your username and password. Click on 'Sign in'.
- **Persistent login**: If you want to sign in to your account without requiring you to authenticate your details by providing your username and password with every login, select the 'Remember me' option. Continue the sign-in process and start your session on Unite. This session can remain valid for up to seven days, subject to applicable security constraints.
- **Failed login**: Check if your username and password are entered correctly. If you're still unable to log in or have forgotten your login details, click on 'Forgotten your password'.  Enter your email address and you'll receive an email with your username and a link to reset your password.

## How to update your profile information

- Once you've signed in, navigate to your name on the right of the product search field. Click on your name and then 'Account' to view your profile information.

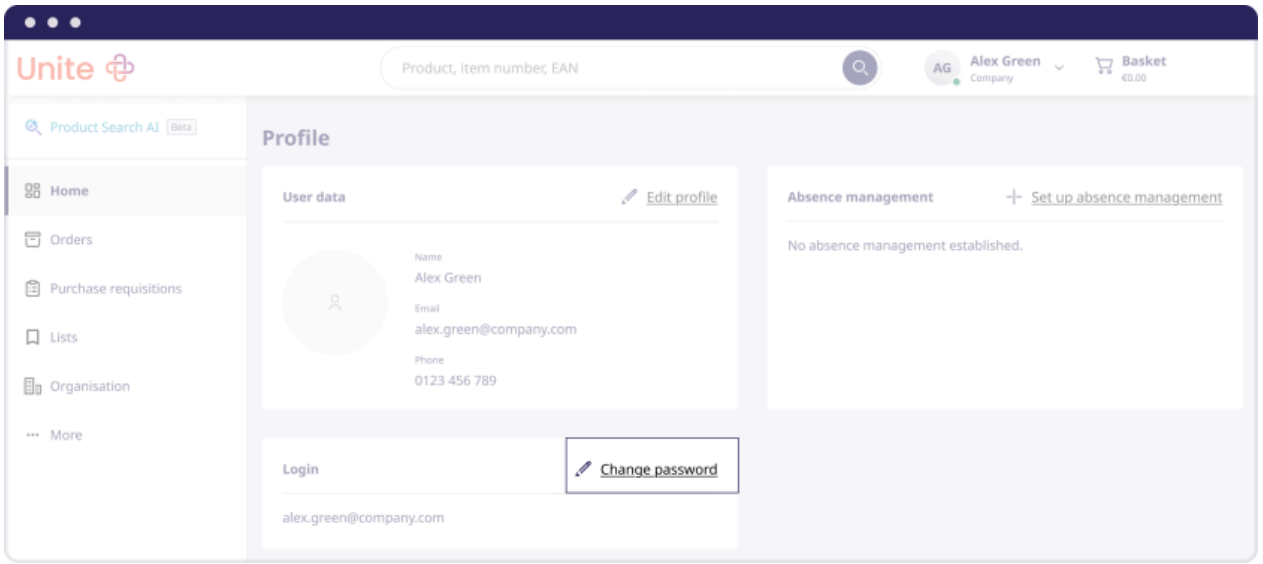



- Click ‘Edit profile’ to change your name, email address and phone number. Click ‘Save’ when you’re done.




## How to change your password

In your user account, click on ‘Change password’. Enter your email address and click on ‘Reset’. You’ll receive an email with your username and a link to reset your password.




## How to deactivate your account

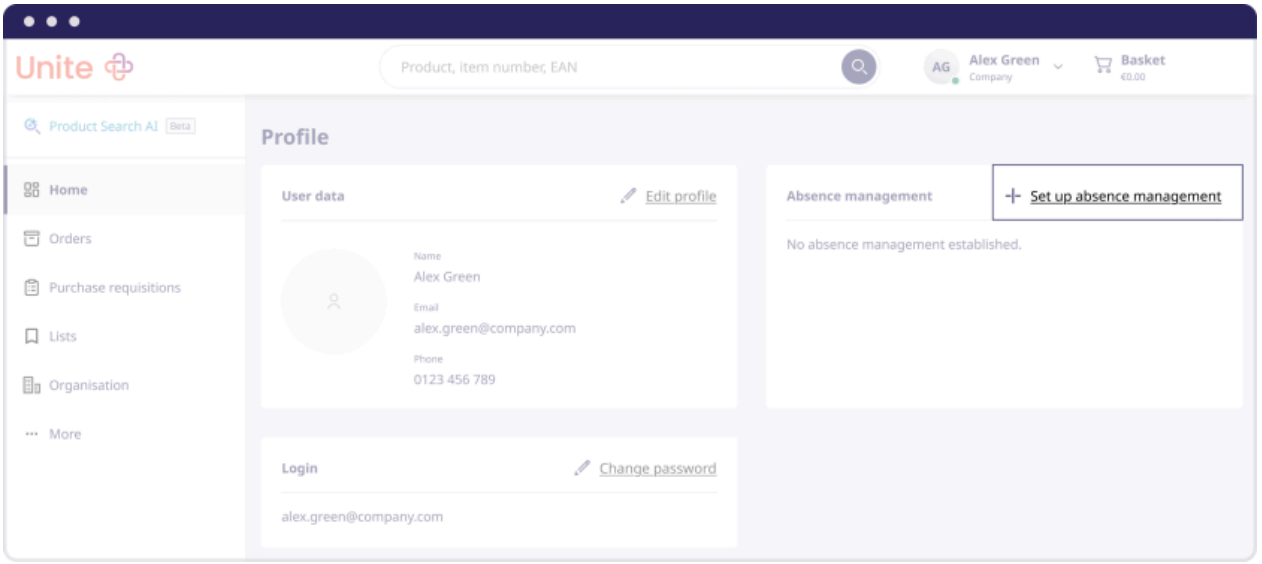
To deactivate your account, please contact Unite’s customer service via email or by phone on +49 (0)89 121 408 88. Please note that your data, such as lists and order history, will be lost and cannot be restored. Please include the reason for the deactivation, so we can continue to improve our services.

To deactivate your customer account, please complete this form.

## How to set up substitutes in your absence

In case of illness or extended leave, you can add a representative who can approve order requests on your behalf.

- In your user account, click on ‘Set up absence management’.




- Select the user and click ‘Save’.
- The representative will be automatically informed.
- To remove a user, click on ‘End absence management’. The user won’t be automatically informed.

> **Please note**: All users in your account can be designated as representatives in your absence, but the right to approve your orders in your absence can’t be passed on from your representative to a third party. For details on how to manage users and approvals, see our guide to user management and approval workflows.