Security

Questions about account handling and security in STAGES.

I forgot my password.

Nothing to worry about! Go to the **Simlab Cloud** **account page** and there click on the "**Forgot password?**" link, then follow the instructions in the window to change your password.

> In line with best cybersecurity practices, we recommend selecting a new and different password

How do I change the password?

Log in to your **SIMLAB Account**. On the screen that appears after logging in, click the "change" button in the "**My profile**" section and follow the instructions.

How to delete an account?

To delete your account with SIM-ON contact us through the form located **here.** Remember that deleting your account means deleting all your data, SIM-ON projects, and other information.

How secure is SIMLAB's SIM-ON platform?

SIMLAB ensures security through data encryption, regular backups, multi-factor authentication, and adherence to industry-standard security practices.

What information is shared and how SIMLAB use it?

To learn more about the usage of user information, see our **Privacy Policy**.

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