BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Your Amazon Account

Prime, family sharing, payments, digital purchases and security — explained in plain English, one step at a time

A plain-English guide for every Amazon customer

Look around all you like — the big buttons always ask first

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Amazon accounts in the U.S. · facts current November 2026

What's Inside

This is your guide to the Amazon account behind your shopping, Kindle, Alexa, Fire TV, Prime Video and Ring. Start with the half-hour check-up in Part 1, then read whatever you need, in any order and at your own pace. If a screen looks a little different on your device, the idea is still the same.

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PART 1

Your Amazon Account, Explained

One sign-in opens your shopping, your Kindle books, Alexa, Fire TV, Prime Video and more. Here's how it all fits together, where the settings live, and a calm half-hour check-up.

CHAPTER 1

A Note from Bill

Hello, and welcome. Most people think of Amazon as a store. But if you own a Kindle, an Echo speaker, a Fire TV stick, a Ring doorbell or a Fire tablet, or you watch Prime Video, all of those run on the very same Amazon account you shop with. One email address and one password open every one of those doors, and your credit card sits right behind them.

I'm Bill. With 30+ years of professional experience, I help folks here in Portage County, Ohio feel at home and safe with their technology. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time. My separate Amazon Shopping guide covers finding, buying and returning things. This guide is about the **account itself**: keeping it locked, knowing what you pay for, sharing it sensibly with family, and spotting the scams that pretend to be Amazon.

Who this guide is for

- Anyone with an Amazon account, whether or not you pay for Prime.
- Anyone with Amazon devices at home: Kindle, Echo and Alexa, Fire TV, Fire tablets or Ring.
- Anyone who has had an odd charge, a strange "Amazon" phone call, or a text about a package they never ordered.
- Grown children and caregivers helping a parent, with that parent's blessing.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll know exactly what Prime costs and how to cancel it, how to lock your account with two-step verification or a passkey, how to stop accidental purchases on Alexa, Kindle and Fire TV, who in your family can share your benefits, and how to tell a real Amazon message from a fake one in under a minute.

An honest promise

In most of my guides I tell you that you can't break anything by exploring. That's mostly true here. Looking around your account pages changes nothing. But a few buttons really do matter: **End membership**, **Remove** next to a card, and **Deregister** next to a device. I'll point those out clearly, and none of them happen without a confirmation screen first.

You're never stuck alone

If anything in this guide feels like too much, call or text me at **(330) 200-8042**. We'll go through it together, with no judgment. There's no silly question when your money and your account are involved.

— Bill

CHAPTER 2

One Account, Many Doors

Here's the single most useful idea in this guide: **your Amazon account is a key ring.** Every Amazon service and device you own hangs on it. That's convenient, because you sign in once and everything just works. It's also why protecting that one sign-in matters so much.

The door	What it means for your account
Shopping	Your orders, addresses, saved cards and returns. Covered in my Amazon Shopping guide.
Prime	The paid membership: fast shipping, Prime Video, music, reading, photo storage and Alexa+. See Chapter 10, *What Prime Costs and What It Includes*.
Kindle and Kindle app	Every e-book you've bought lives in your account, not just on the device. See Chapter 21, *Content & Devices: Your Digital Library*.
Alexa and Echo	Your Echo speaker or Echo Show is registered to your account and can buy things by voice. See Chapter 23, *Stopping Accidental Alexa Purchases*.
Fire TV and Fire tablet	Registered to your account; rentals and purchases bill your card. See Chapter 24, *PINs for Fire TV, Prime Video and Kindle*.
Prime Video	Included with Prime, with ads unless you pay extra. See Chapter 12, *Prime Video Ads and Prime Video Ultra*.
Ring and Blink	Their paid plans can be billed through Amazon. See Chapter 25, *Ring, Blink and Other Amazon-Linked Services*.

HEADS UP

One password, one card, many places to spend

Because every device shares your account, a purchase on the TV, a book bought by a grandchild on the Kindle, and an order shouted at an Echo all land on the same card. Part 5 of this guide shows you how to put a PIN or a voice code in front of each one.

GOOD TO KNOW

Your screens may look a little different

Amazon updates its website and app often, and the app on a phone shows things in a slightly different order than the website on a computer. If a button name doesn't match exactly, look for the closest match. Facts in this guide are current as of November 2026.

The good news: almost everything you'll ever need to change lives on one page, called **Your Account**. The next chapter shows you how to find it.

CHAPTER 3

Finding Your Account Page

Everything in this guide starts from the same place. Learn this once and the rest gets easy.

On a computer

1. Type **amazon.com** into your web browser yourself. Don't use a link from an email or a text.
2. Sign in if asked.
3. Near the top right, point at **Account & Lists** (it says "Hello," and your name above it).
4. Click **Account** (or **Your Account**). You'll see a page of boxes and links.

In the Amazon Shopping app on a phone or tablet

1. Open the **Amazon Shopping** app.
2. Tap the little **person** icon along the bottom of the screen.
3. Tap **Your Account**. Scroll down slowly: the sections are listed one under another.

What lives on that page

Section	What it's for
Your Orders	Everything you've bought, including a separate list of digital orders.
Login & security	Your name, email, phone number, password, two-step verification and passkeys.
Prime	Your plan, renewal date, and the button to end it.
Your Payments	Cards on file and a list of transactions.
Memberships & subscriptions	Everything that renews: Prime, Prime Video channels, Kindle+, Ring and more.
Content & devices	Your Kindle books, apps and every device registered to you.
Message Center	Every real email Amazon has sent you. Your best scam-checker.
Amazon Family	Who shares your Prime benefits. It used to be called Amazon Household.

TIP

Make yourself a bookmark

On a computer, once you're on Your Account, press **Ctrl+D** (Windows) or **Command+D** (Mac) to bookmark it. Then you never have to search for Amazon, and you never land on a fake look-alike site from a search ad.

CHAPTER 4

Your Half-Hour Account Check-Up

You don't need to read this whole guide before you start. If you only have half an hour, do these seven things, in this order. Each one points to the chapter with slow, step-by-step directions.

1. **Check your email and phone number** under Login & security, so Amazon can reach you and you can get back in. See Chapter 5, *Your Password and Sign-In Details*.
2. **Turn on two-step verification**, or set up a passkey. See Chapter 6, *Two-Step Verification* and Chapter 7, *Passkeys: Signing In With Your Face or Fingerprint*.
3. **Look at your devices** and remove any you no longer own. See Chapter 8, *Who's Signed In: Your Devices*.
4. **Look at Memberships & subscriptions** and make sure you recognize everything that renews. See Chapter 18, *Memberships & Subscriptions: Everything That Renews*.
5. **Look at Your Payments** and remove expired or old cards. See Chapter 16, *Your Payments: The Cards on File*.
6. **Put a guard on accidental purchases**: Alexa voice purchasing, Kindle and Fire TV. See Chapter 23, *Stopping Accidental Alexa Purchases* and Chapter 24, *PINs for Fire TV, Prime Video and Kindle*.
7. **Learn the Message Center trick** for spotting fake Amazon emails. See Chapter 32, *Telling a Real Amazon Message From a Fake*.

WHAT THIS DOES FOR YOU

Why do it now, on a calm day

Every one of these steps is easier when nothing is wrong. Doing them now means a stolen password or a scam call later is an annoyance, not an emergency.

FROM BILL

This is what my Digital Safety Check-Up covers

If you'd rather have company, this half-hour list is part of my **Digital Safety Check-Up**. We go through your Amazon account together, plus your email and other important accounts. See Chapter 35, *When to Call Bill*.

Take them one at a time. Even doing just the first two today puts you ahead.

PART 2

Locking the Door

Your password, two-step verification, passkeys and the devices signed in to your account. The five settings that keep strangers out.

CHAPTER 5

Your Password and Sign-In Details

The **Login & security** page holds the details Amazon uses to recognize you: your name, your email address, your mobile number and your password. If the email or phone number there is old, Amazon can't send you a code when you need one, and that's how people get locked out.

To check or change your details

1. Go to **Your Account** (see Chapter 3, *Finding Your Account Page*).
2. Choose **Login & security**. Amazon may ask for your password again. That's normal.
3. Look at **Email** and **Mobile number**. If either is old, click **Edit** next to it and follow the prompts. Amazon sends a code to the new address or number to make sure it's yours.
4. To change your password, click **Edit** next to **Password**, type your current password, then a new one twice, and save.

If you forgot your password

1. On the Amazon sign-in screen, enter your email or mobile number and choose **Forgot password?** (or **Need help?**).
2. Amazon sends a one-time code by text or email to what's on file.
3. Type the code into the Amazon screen, then choose a new password.

TIP

A strong password that's easy to remember

Use three or four unrelated words with a number, like *maple-tractor-Sunday-42*. Never reuse the password from your email. If one site leaks, scammers try that password everywhere else.

SCAM ALERT

That code is for typing, never for telling

Amazon's one-time codes are only for you to type into Amazon's own screen. Amazon says it will never ask you to share your password or a sign-in code over the phone. Anyone who asks you to read one out loud is a scammer, even if they know your name and your last order.

CHAPTER 6

Two-Step Verification

Two-step verification (Amazon calls it **2SV**) means that signing in from a new phone or computer takes two things: your password *and* a short code sent to your phone or shown in an app. A thief who steals your password still can't get in without your phone.

WHAT THIS DOES FOR YOU

What it does for you

It turns a stolen password from a disaster into a non-event. If you only do one thing in this guide, do this.

To turn it on

1. Go to **Your Account**, then **Login & security**.
2. Find **2-Step Verification (2SV) Settings** and click **Edit** (or **Turn on**).
3. Choose **Get Started**. Pick how you'll get codes: **text message** to your phone, or an **authenticator app**.
4. Amazon sends a test code. Type it in to prove it works.
5. Amazon asks for a **backup method**: a second phone number or an authenticator app. It must be different from your first one. A spouse's mobile or your landline (by voice call) is a sensible choice.
6. Read the last screen and choose the button that turns two-step verification on.

GOOD TO KNOW

You won't be asked every time

On the last screen there's usually a checkbox like "Don't require codes on this browser" or "this device." Tick it on your own home computer or phone. You'll be asked for a code mainly when someone signs in from somewhere new, which is exactly when you want the protection.

HEADS UP

Keep your backup up to date

If you change phone numbers, update your two-step settings the same day. A code sent to an old number is the most common way people lock themselves out.

CHAPTER 7

Passkeys: Signing In With Your Face or Fingerprint

A **passkey** lets you sign in to Amazon the same way you unlock your phone: with your face, your fingerprint or your phone's PIN. There's no password to type, so there's nothing for a fake website to steal. A passkey only works on the real Amazon.

To set one up

1. On the phone or computer you use most, go to **Your Account**, then **Login & security**.
2. Find **Passkey** and choose **Set up**. Amazon may send you a code first to confirm it's you.
3. Choose **Set up** again. Your phone or computer asks for your face, fingerprint or device PIN.
4. That's it. Next time you sign in, Amazon offers the passkey and you just look at the phone or touch the sensor.

GOOD TO KNOW

What you need

Amazon lists iPhones on iOS 16 or later, Android 9 or later, Windows 10 or later and recent Macs, with an up-to-date web browser. If your phone is very old, two-step verification by text still protects you well.

TIP

Keep your password anyway

A passkey is extra, not a replacement. Keep your password written in a safe place at home, so you can still sign in on a borrowed computer or a new phone.

If you use an iPhone, the passkey is saved in your Apple Account and follows you to a new iPhone. On Android, it's saved in Google Password Manager. Either way, your face or fingerprint never leaves your device.

CHAPTER 8

Who's Signed In: Your Devices

Every Kindle, Echo, Fire TV, Fire tablet and Amazon app you've ever signed in to is listed on your account. Old ones you sold, gave away or lost may still be listed, and they may still be able to buy things on your card or read your books.

To see your devices

1. Go to **Your Account**, then **Content & devices** (on the website it may be called **Manage Your Content and Devices**; the short address is **amazon.com/mycd**).
2. Choose the **Devices** tab.
3. You'll see groups like Kindle, Echo, Fire TV and Amazon apps. Click a group to see each device and its name.

To remove one you no longer own

1. Click the device you want to remove.
2. Choose **Deregister**, then confirm.
3. The device is signed out of your account. Your books and purchases stay safely in your account.

HEADS UP

Don't deregister the one in your hand by mistake

Check the device name before you deregister. If you remove a Kindle or Fire TV you still use, nothing is lost, but you'll have to sign it in again with your Amazon email and password.

TIP

Selling or giving away a Kindle or Fire TV?

Deregister it first (or do a factory reset on the device, which also deregisters it). Then the next owner can't buy anything with your card. My Kindle and Fire TV guides walk through the reset.

Changing your password is another good way to clear out sign-ins you don't recognize. If something here looks unfamiliar, read Chapter 34, *Think Someone Got Into Your Account?*.

CHAPTER 9

Codes and Alerts You Didn't Ask For

Sometimes a text arrives with an Amazon code you didn't request, or an email says someone signed in. Take a breath. Here's how to sort out what it means.

What happened	What to do
A code text you didn't ask for	Someone may have typed your email or phone number at the sign-in screen, perhaps with your old password. Don't share the code with anyone. Change your Amazon password from the real site or app.
An email about a new sign-in	Don't click anything in it. Open the Amazon app or type amazon.com yourself and check **Message Center**. If it's there and it wasn't you, change your password.
A phone call about a code	Hang up. Amazon will never call and ask you for a code.

SCAM ALERT

The "I'm sending you a code to confirm" trick

A caller says they're from Amazon and need to "verify" you, so they're sending a code. Really, they're trying to sign in as you, and the code is your key. Amazon doesn't contact you first asking for your password, a code or a security answer. Hang up and check your account yourself.

If you already read a code out loud

1. Don't panic. Open the Amazon app or type amazon.com yourself.
2. Change your password right away (see Chapter 5, *Your Password and Sign-In Details*).
3. Check that two-step verification is still on and shows *your* phone number (see Chapter 6, *Two-Step Verification*).
4. Look at Your Orders and Your Payments for anything you don't recognize. Then follow Chapter 34, *Think Someone Got Into Your Account?*.

A few minutes now stops nearly every one of these attempts in its tracks.

PART 3

Prime: What You Pay, What You Get

The honest price of Prime, the half-price option many people don't know about, ads on Prime Video, Alexa+, and exactly how to cancel.

CHAPTER 10

What Prime Costs and What It Includes

Prime is Amazon's paid membership. You don't need it to shop on Amazon, and plenty of people do fine without it. It's worth paying for only if you use enough of what it includes. Here are the honest numbers.

Plan	Price (U.S., November 2026)	Notes
Prime, paid monthly	$14.99 a month	Cancel any month
Prime, paid yearly	$139 a year	Works out cheaper if you'll keep it all year
Prime Access	$6.99 a month	For people on qualifying government assistance. See Chapter 11, *Prime Access: Half Price for Qualifying Households*
Prime Video Ultra (add-on)	$4.99 a month	Removes most Prime Video ads. See Chapter 12, *Prime Video Ads and Prime Video Ultra*

What's included

- **Free, faster shipping** on eligible items.
- **Prime Video**: movies and shows, with ads unless you add Ultra.
- **Prime Reading**: a rotating selection of e-books at no extra cost. Kindle+ (the new name for Kindle Unlimited) is a separate paid plan and is *not* included.
- **Amazon Photos**: unlimited full-resolution photo storage, plus 5 GB for videos.
- **Alexa+**: Amazon's newer, more conversational Alexa, at no extra cost. See Chapter 13, *Alexa+ and Your Prime Membership*.
- **Sharing** some benefits with one other adult and children in your home. See Chapter 26, *Amazon Family: Who Can Share Your Prime*.

GOOD TO KNOW

Prices change; check the Prime page

Amazon has kept $139 a year since 2022, but news outlets regularly predict an increase. Your current price and renewal date always show on **Your Account** > **Prime**.

TIP

Is it worth it for you?

Add up what you'd otherwise pay for shipping on the orders you place in a year, plus anything you'd pay for a streaming service you'd drop. If that's well under $139, try going without Prime for a few months. You can always rejoin.

CHAPTER 11

Prime Access: Half Price for Qualifying Households

Many people don't know that Amazon offers Prime at about half price to people on certain government assistance programs. It's called **Prime Access**, and it includes the same Prime benefits.

	Prime Access
Price	$6.99 a month, after a free trial. Billed monthly.
Who qualifies	People on programs such as SNAP (EBT) and Medicaid, among others Amazon lists on its sign-up page. The list can change, so check it there.
Proof	You upload a picture of your EBT card, a Medicaid letter, or similar proof during sign-up.

To sign up

1. Type **amazon.com/qualify** into your web browser yourself.
2. Sign in with your Amazon account.
3. Choose the program you're on and upload your proof, following the prompts.
4. Amazon tells you whether you're approved, usually quickly. If you already pay full price for Prime, ask Amazon on that page how switching works.

HEADS UP

Social Security alone may not count

Third-party sites disagree about whether SSI qualifies, and regular Social Security retirement benefits are not the same thing. Amazon's own sign-up page has the current list, so check it there rather than relying on a blog.

SCAM ALERT

You never pay a stranger to get Prime Access

Prime Access is applied for on Amazon's own site, with no middleman. Anyone offering to "get you discounted Prime" for a fee, or asking for your EBT card number by phone, is a scam.

CHAPTER 12

Prime Video Ads and Prime Video Ultra

Prime Video, the streaming service that comes with Prime, shows short ads during movies and shows. If you'd rather not see them, Amazon sells an add-on that removes most of them. In April 2026 that add-on was renamed **Prime Video Ultra** and its price went up.

Option	What you get
Without Ultra	Included with Prime. Ads during most shows and movies.
With Ultra	$4.99 a month on top of Prime (it was $2.99 before April 10, 2026, under the name "ad free"). Removes ads on most titles, adds 4K picture and Dolby Atmos sound, and allows more screens at once.
Still has ads	Live TV and live sports can still show commercial breaks, even with Ultra.
Movies you rent or buy	No ads either way.

GOOD TO KNOW

Ultra isn't shared

Amazon says linked Amazon Family accounts don't share Ultra. If the other adult in your home has their own account, they'll still see ads unless they add Ultra too.

To check whether you're paying for Ultra

1. Go to **Your Account**, then **Memberships & subscriptions**.
2. Look for **Prime Video Ultra** (or an older "ad free" entry). If it's there, you're paying for it.
3. To stop it, choose it and follow the cancel prompts. Ads come back after the current billing period ends.

TIP

Paid through Apple?

If you signed up for Ultra inside the Prime Video app on an iPhone, iPad or Apple TV, it may be billed by Apple instead. Cancel it in your iPhone's **Settings**, tap your name, then **Subscriptions**. My Prime Video guide goes deeper.

CHAPTER 13

Alexa+ and Your Prime Membership

Alexa+ is Amazon's newer version of Alexa. It understands everyday conversation better and can handle more involved requests. Since February 2026 it has been available across the United States.

If you have…	Alexa+ costs
With Prime	Alexa+ is included at no extra cost, for the whole household, on Echo devices, in the Alexa app and at Alexa.com.
Without Prime	Alexa+ costs $19.99 a month. Amazon also offers a free, limited text-chat version at Alexa.com and in the Alexa app.

HEADS UP

Do the math before you cancel Prime

If you use Alexa+ every day, canceling Prime could mean paying $19.99 a month for Alexa+ alone, which is more than Prime itself. Factor that in before you decide.

To try it

1. Make sure you're signed in to the same Amazon account that has Prime.
2. On an Echo, say: **"Alexa, upgrade to Alexa+."**
3. Follow what Alexa says. If your device isn't eligible yet, Alexa tells you.

Alexa+ is still Alexa, so everything in Chapter 23, *Stopping Accidental Alexa Purchases* about stopping accidental voice purchases applies to it too. My Alexa & Echo guide covers the rest.

CHAPTER 14

Canceling Prime, Step by Step

Canceling Prime is done on Amazon's own site or app, and it takes a few minutes. Amazon will show you a few "are you sure?" screens along the way. That's expected. Read each one and keep going.

On a computer or in the app

1. Go to **Your Account**, then **Prime** (on the website, hover over **Account & Lists** and choose **Prime Membership**).
2. Choose **Manage membership** (it may say **Update, cancel and more**).
3. Choose **End membership**.
4. Amazon shows what you'll lose and may offer a cheaper plan or a reminder instead. Choose the button to continue canceling each time.
5. On the last screen, pick when it ends: right away or at the end of the period you've already paid for. Then confirm. Amazon emails you a confirmation; it will also show in Message Center.

Will I get money back?

Amazon's help page says paid members who **haven't used any Prime benefits** during the current period can get a full refund. If you've used some, you may get a partial refund or none, and usually you just keep Prime until the end of the time you've paid for. Ending at the end of the period is the simple, safe choice.

TIP

Ended Prime but still being charged?

Look in **Memberships & subscriptions**. Prime Video channels, Kindle+ or Ring plans are separate and keep renewing on their own. See Chapter 18, *Memberships & Subscriptions: Everything That Renews*.

SCAM ALERT

"Your Prime is about to renew at a big price"

A common scam call or email says your Prime is about to renew at a big price and to press 1 or call a number to cancel. Real Prime changes show on your Prime page. Hang up, then check it yourself.

CHAPTER 15

The FTC Prime Settlement: What It Means for You

In September 2025, Amazon agreed to settle a lawsuit from the Federal Trade Commission (FTC). The FTC said Amazon had signed people up for Prime without clear consent and made canceling hard. Amazon did not admit wrongdoing.

	The settlement
Total	$2.5 billion: a 1 billion dollar civil penalty plus $1.5 billion in refunds to customers.
Refund size	Up to $51 per person, based on Prime fees paid.
Who was covered	Certain people who joined or tried to cancel Prime between June 2019 and June 2025.
How it was paid	Some people got automatic refunds in late 2025. Others had to file a claim; the claim deadline was in July 2026 and has passed.
What changed	Amazon must offer a clear button to decline Prime at checkout and a simple way to cancel.

WHAT THIS DOES FOR YOU

What it means for you today

Declining Prime at checkout and canceling it should both be plain and quick. If a checkout page makes it hard to tell whether you're signing up for Prime, stop and read before you click.

SCAM ALERT

Settlement refund scams

The FTC says it doesn't contact people out of the blue about refunds, and neither the FTC nor Amazon charges a fee to get one. Any call, text or email asking for a fee, your bank login or a gift card to "release your Amazon refund" is a scam.

If you're unsure whether you were owed a refund, the official information is at **ftc.gov/Amazon**. Type it yourself rather than clicking a link.

PART 4

Money: Payments, Charges & Subscriptions

The cards on your account, the charges you don't recognize, and everything that quietly renews every month. A once-a-season look saves real money.

CHAPTER 16

Your Payments: The Cards on File

Amazon keeps your cards on file so checkout is quick. That's handy, but every card stored there can be used by anyone signed in to your account, on any of your devices. A tidy list is a safer list.

To see and tidy your cards

1. Go to **Your Account**, then **Your Payments** (in some versions of the app it's called **Payment options** or **Wallet**).
2. Look through the list. Each card shows its type and last four digits.
3. For an expired or old card, choose it, then **Edit** or **Remove**, and confirm.
4. To add a new card, choose **Add a payment method** and follow the prompts. Type the card number yourself; never let anyone else do it for you over the phone.

TIP

One card is enough

Keep a single credit card (not a debit card) as your Amazon card. Credit cards generally give you stronger protection if something goes wrong, and a single card means a single statement to check.

HEADS UP

Before you remove a card, check what uses it

Prime, Subscribe & Save and other subscriptions may be charging that card. If you remove it, they may fail to renew. Look at Chapter 18, *Memberships & Subscriptions: Everything That Renews* first and switch them to your new card.

GOOD TO KNOW

Amazon Family shares payment methods

When two adults join an Amazon Family, Amazon has them agree to share payment methods. Only link accounts with someone you'd trust with your wallet. See Chapter 26, *Amazon Family: Who Can Share Your Prime*.

Your gift card balance also lives here. It's real money, so treat it like cash, and read Chapter 31, *Amazon Will Never Call You: Impersonation Scams* about the gift card scams that target it.

CHAPTER 17

A Charge You Don't Recognize

An Amazon charge you don't remember is common, and most of the time it has an innocent explanation. Work through these checks before you assume the worst.

The usual explanations

- **A split order**: Amazon charges each box when it ships, so one order can show up as several charges.
- **A renewal**: Prime, a Prime Video channel, Kindle+, Audible, a Ring plan or Subscribe & Save.
- **A free trial that ended** and turned into a paid plan.
- **Someone else in your home**: a spouse in your Amazon Family, or a grandchild on your Kindle, Fire tablet or Fire TV.
- **A digital purchase**: an e-book, movie rental or app. These don't show up with your boxes.

To match a charge to an order

1. Go to **Your Account**, then **Your Payments**, then **Transactions**.
2. Find the date and amount from your bank statement. Click it to see the order it belongs to.
3. Also check **Your Orders** > **Digital Orders**, and **Memberships & subscriptions**.

HEADS UP

Still can't match it?

Contact Amazon from inside the app or from the Help section of amazon.com, never from a phone number in a search ad. If you think someone else is using your account, go to Chapter 34, *Think Someone Got Into Your Account?*, and call your card company too.

SCAM ALERT

The charge you see may not be real at all

If the "charge" was in a text or email, not on your actual bank statement, it's very likely a scam meant to make you call a fake number. Check Your Orders yourself. If it isn't there, it didn't happen.

CHAPTER 18

Memberships & Subscriptions: Everything That Renews

This one page shows everything Amazon bills you for again and again. It's the single best place to find money leaking out of your account.

To open it

1. Go to **Your Account**.
2. Under account settings, choose **Memberships & subscriptions**.
3. You'll see each one with its price and next renewal date: Prime, Prime Video channels such as a movie channel, Prime Video Ultra, Kindle+, Audible, Amazon Music Unlimited, Ring or Blink plans, and others.

To cancel one

1. Next to the item, choose **Cancel subscription** or **Manage** (wording varies a little by service).
2. Follow the prompts. Most end at the close of the period you've already paid for, and you keep using it until then.
3. Check the page again a day later to make sure it shows an end date instead of a renewal date.

GOOD TO KNOW

Not everything is here

Subscriptions you started on an iPhone or iPad, inside an app, are usually billed by Apple, and some Android subscriptions by Google Play. Those are canceled in your phone's settings. My Subscriptions guide shows how.

TIP

A seasonal habit

Each time the seasons change, open this page. If you don't recognize something, or haven't used it in a month, cancel it. You can almost always sign up again later.

CHAPTER 19

Subscribe & Save Without Surprises

Subscribe & Save sends things you buy regularly, like vitamins, coffee or pet food, on a schedule, usually at a small discount. It's useful, but it's also easy to forget, and the price can change between deliveries.

To look over what's coming

1. Go to **Your Account**, then **Subscribe & Save** (it may be under **Memberships & subscriptions** or listed on its own).
2. Look at your upcoming deliveries. Each item shows its date and current price.
3. To **skip** one delivery, change how often it comes, or **cancel** it, choose the item and use the buttons shown.

HEADS UP

Prices can move

The price of a Subscribe & Save item can go up or down between deliveries. Amazon normally sends a reminder email before each delivery; take ten seconds to glance at it, and check the price before it ships.

TIP

Moving, traveling or in the hospital?

Skip the next delivery so boxes don't pile up on the porch, which can tell passers-by that nobody's home.

My Amazon Shopping guide covers ordering in more detail. For the account side, the key is simply to look at this list now and then, alongside Chapter 18, *Memberships & Subscriptions: Everything That Renews*.

CHAPTER 20

Your Orders as a Security Check

Your Orders isn't only for tracking packages. It's also the quickest way to spot someone else using your account, because every purchase, physical or digital, shows up there.

A two-minute weekly look

1. Go to **Your Account**, then **Your Orders**.
2. Glance down the list for anything you didn't buy, or anything shipping to an address that isn't yours.
3. Choose the **Digital Orders** tab (on some screens it's a filter). Look for e-books, movie rentals or apps you don't remember.

HEADS UP

Shipping to an address you don't know

If an order is going somewhere you've never heard of, someone may be using your account. Go to Chapter 34, *Think Someone Got Into Your Account?* straight away. Also look at **Your Addresses** on Your Account for any address you didn't add.

SCAM ALERT

The "we stopped a suspicious order" call

Scammers phone or text about a big order, often an iPhone or a TV, and say they've stopped it. They want you to call them back or press 1. If that order isn't in Your Orders, it doesn't exist.

TIP

Real Amazon messages also show here

Every real email about an order also appears in **Message Center** on Your Account. See Chapter 32, *Telling a Real Amazon Message From a Fake*.

Doing this once a week takes less time than making a cup of coffee, and you'll catch problems long before your card statement arrives.

PART 5

Digital Purchases & Your Amazon Devices

Your Kindle books, movies and apps, how to undo an accidental purchase, and how to put a lock in front of Alexa, Fire TV and the Kindle so nobody buys by mistake.

CHAPTER 21

Content & Devices: Your Digital Library

When you buy a Kindle book, a movie or an app from Amazon, you're not buying a file on one device. You're adding it to your **account**. That's why a book bought on your Kindle also shows up in the Kindle app on your phone, and why a new Kindle can download everything you've ever bought.

To open your library

1. On a computer, type **amazon.com/mycd** into your browser, or go to **Your Account** and choose **Content & devices**.
2. The **Content** tab lists your books, documents, apps and more. Use the drop-down at the top to switch between types.
3. The **Devices** tab lists every Amazon device and app signed in to your account (see Chapter 8, *Who's Signed In: Your Devices*).
4. The **Preferences** tab holds settings like your default payment for digital purchases and your Kindle email address.

WHAT THIS DOES FOR YOU

What it does for you

Nothing you buy is lost when a Kindle breaks or a tablet is stolen. Sign in on the replacement, and your whole library is there to download again.

GOOD TO KNOW

You're buying a license

Digital books and movies from Amazon are licensed to your account. They can't be sold, lent freely or handed down like paper books. Sharing within your home is possible through Family Library; see Chapter 28, *Sharing Books and Apps: Family Library*.

HEADS UP

Very old Kindles

Amazon ended Kindle Store access in May 2026 for Kindle and Kindle Fire models released in 2012 or earlier. Books already downloaded still open, but those devices can't buy or download new ones. My Kindle guide has the details.

CHAPTER 22

Undoing an Accidental Digital Purchase

One tap on a Kindle or Fire TV can buy a book or a movie. If it happens by accident, many digital purchases can be returned, as long as you act quickly.

To return a Kindle book bought by mistake

1. Go to **amazon.com/mycd** (Content & devices) and sign in with the account that bought the book.
2. Find the book on the **Content** tab.
3. Choose **More actions** (or the three dots), then **Return for Refund**.
4. Pick a reason and confirm. Amazon says refunds go back to the original payment within three to five days.

Kindle book returns	The rule
Time limit	Within seven days of buying, in the U.S.
If you've started reading	Amazon may deny the refund if the book was partly read.
Frequent returns	Amazon watches for patterns and can switch off self-service returns for accounts that return a lot.

TIP

Movies and apps

For a movie rental, app or other digital item bought by mistake, go to **Your Orders** > **Digital Orders**, find it, and look for a return or problem option. If none appears, contact Amazon Customer Service from the Help section and explain it was accidental. Do it the same day.

WHAT THIS DOES FOR YOU

Better still: stop it happening

The next three chapters put a PIN or a voice code in front of purchases on Alexa, Fire TV and the Kindle. Ten minutes of setup prevents most of these mix-ups.

CHAPTER 23

Stopping Accidental Alexa Purchases

An Echo speaker can order things just because someone said "Alexa, buy…". It might be you, a grandchild being funny, or even a voice on the TV. A **voice code** or turning voice purchasing off entirely stops surprise orders.

To turn voice purchasing off, or add a voice code

1. Open the **Alexa** app on your phone.
2. Tap **More**, then **Settings**.
3. Tap **Account Settings**, then **Voice Purchasing**.
4. Under **Purchase Controls**, choose who can buy by voice. Pick **No one** to switch it off completely.
5. Or, to keep it but require a code, choose the option for anyone with a voice code, type a 4-digit code, and tap **Save**.

TIP

Only recognized voices

If you've set up a Voice ID, there's also an option to let only recognized voices from your Amazon Family buy. That's a good middle ground for a couple who both like to reorder by voice.

HEADS UP

Say the code quietly

Anyone who hears your voice code can use it. Don't say it with visitors or grandchildren in the room, and pick a code that isn't your birthday or your PIN.

These settings work the same way with Alexa+. My Alexa & Echo guide covers the rest of the Alexa app.

CHAPTER 24

PINs for Fire TV, Prime Video and Kindle

On a Fire TV, the remote's Select button can rent or buy a movie in two clicks. A **PIN** in front of purchases means nobody, including you on a sleepy evening, can spend money without typing it.

On a Fire TV or Fire TV Stick

1. Press the **Home** button on the remote, then go to **Settings** (the gear).
2. Choose **Preferences**, then **Parental Controls**.
3. Turn Parental Controls **on** and create a PIN when asked. Write it down somewhere safe.
4. Make sure **PIN Protect Purchases** is turned on.

On the Prime Video website

Prime Video on smart TVs, Roku, phones and web browsers has its own **Prime Video Account PIN**. With **Purchase Restrictions** turned on, every rental, purchase and new add-on asks for it. Amazon notes that Fire TV devices use their own parental controls instead, which is why we set that up separately above.

1. On a computer, go to **amazon.com/gp/video/profiles** and sign in. Choose **Edit profile**, then your own profile.
2. Next to **Account PIN and locks**, choose **Manage**, then **Create** next to **Prime Video Account PIN**, and type a number you'll remember.
3. Then go to Prime Video's **Parental Controls** settings and turn on **Purchase Restrictions**.

TIP

On a Kindle e-reader

Kindles have **Parental Controls** in their settings that can block the Kindle Store or require a password. My Kindle guide walks through it, along with Amazon Kids for grandchildren.

GOOD TO KNOW

A PIN isn't only for children

Many adults set one simply to avoid paying for a movie by accident. It's a few seconds of typing in exchange for no surprise charges.

CHAPTER 25

Ring, Blink and Other Amazon-Linked Services

Ring doorbells and Blink cameras are Amazon companies. Their paid plans, which save video recordings, can be paid through your Amazon account, and they then show up alongside Prime in your subscriptions.

Service	How it connects to your account
Ring	A Ring plan billed through Amazon appears in **Memberships & subscriptions**. One bought on ring.com is managed in your Ring account instead. Canceling ends saved recordings.
Blink	You can link your Blink account to Amazon in the Blink app for a discount on Blink plans, and pay through Amazon.
Audible	Audiobooks from Audible use your Amazon sign-in and show in Memberships & subscriptions.
Amazon Photos	Part of Prime. Photos you back up are tied to your account.

HEADS UP

Canceling Prime doesn't cancel these

A Ring or Blink plan keeps renewing after Prime ends. Check Chapter 18, *Memberships & Subscriptions: Everything That Renews* if you're cutting back.

GOOD TO KNOW

Know where each one is billed

When you're tidying subscriptions, the hardest part is often finding *who* bills you. If it isn't in Amazon's list, look in the Ring or Blink app, then in your iPhone or Android subscriptions.

My Ring guide and Video Doorbells guide cover the cameras themselves, including what you lose if a plan ends.

PART 6

Family & Sharing

Amazon Family (the new name for Amazon Household), who can share your Prime, sharing books, the end of sharing outside your home, and helping a parent safely.

CHAPTER 26

Amazon Family: Who Can Share Your Prime

Amazon Family is how you share Prime benefits with the people you live with. Until March 2025 it was called **Amazon Household**, so you'll still see that name in older instructions and on some screens. It costs nothing extra; one adult in the family needs Prime.

Who can be in it	Details
One other adult	A spouse or partner who lives with you, using their own Amazon account.
Up to four children	Child profiles, for Kindle, Fire tablets and Amazon Kids.
Up to four teens	Only teens who were added **before April 7, 2025**. Amazon no longer accepts new teen logins; existing ones can carry on until the teen turns 18.

What the other adult gets

- Prime shipping on their own account.
- Prime Video (but not your Prime Video Ultra; see Chapter 12, *Prime Video Ads and Prime Video Ultra*).
- Other Prime benefits Amazon lets families share, such as some music and reading benefits.
- If you both choose, each other's Kindle books, apps and audiobooks through Family Library (see Chapter 28, *Sharing Books and Apps: Family Library*).

HEADS UP

It means sharing payment methods

When two adults join an Amazon Family, they agree to let each other use the cards on their accounts. That's fine for a married couple. It's not for a neighbor, a friend, or a relative who lives elsewhere.

GOOD TO KNOW

Under one roof only

Amazon now limits Prime sharing to people in the same household. See Chapter 29, *The End of Sharing Prime Outside Your Home* for what changed in 2025.

CHAPTER 27

Adding Someone to Your Amazon Family

Setting up Amazon Family takes about ten minutes, and it's easiest with both adults sitting together, each with their own phone or computer.

To add the other adult

1. On a computer, go to **Your Account** and look for **Amazon Family** (it may still say **Amazon Household**, often in the shopping programs section).
2. Choose **Add adult**.
3. Either sign in together on your computer, or send an invitation to the other person's email address.
4. The other adult signs in to **their own** Amazon account and accepts. Both of you agree to share payment methods.
5. Choose what to share in Family Library: books, apps and audiobooks. You can change this later.

To add a child

1. On the same Amazon Family page, choose **Add a child**.
2. Enter the child's details as the screen asks.
3. Their profile then appears on Kindles and Fire tablets, where you can choose which books and apps they see.

TIP

Leaving or removing someone

Either adult can leave, or remove a member, from the same Amazon Family page. Think it over first: leaving also ends the sharing of payment methods and Family Library books.

SCAM ALERT

Nobody needs to "add you to their Prime" for money

Offers online to share someone's Prime for a small fee break Amazon's rules and usually end with a stolen card. Real Amazon Family is free and only for your own household.

CHAPTER 28

Sharing Books and Apps: Family Library

Family Library is the part of Amazon Family that shares purchases. When it's on, a Kindle book your spouse buys can appear on your Kindle too. Buy once, read twice.

To share individual books

1. Go to **amazon.com/mycd** (Content & devices) and choose the **Content** tab, then **Books**.
2. Tick the boxes next to the books you'd like to share.
3. Choose **Add to Library**, then pick the family member.
4. The books appear on their Kindle or Kindle app the next time it syncs.

What	Sharing
Usually shareable	Kindle books, many apps and games, and Audible audiobooks you own.
Not shared	Prime Video Ultra, your purchases outside the family, and other people's subscriptions.
Children	See only the books and apps you choose for their profile.

GOOD TO KNOW

Audible's own rule

Audible's help page says audiobooks you own can be shared with another adult and up to four children, but Audible doesn't support teen accounts.

TIP

Grandchildren in another house

Family Library only works under one roof. For grandkids elsewhere, give a Kindle book as a gift, or borrow the same title free from your library through Libby. My Libby guide shows how.

CHAPTER 29

The End of Sharing Prime Outside Your Home

For years, Prime members could share free shipping with someone outside their home, like a grown child, through a program called **Prime Invitee**. Amazon ended it on **October 1, 2025**.

	What changed
What ended	Prime Invitee: shipping benefits shared with a person who didn't live with you.
What replaced it	Amazon Family, which is limited to one other adult and children in the same household.
If you were an invitee	You can be added to the Amazon Family of a Prime member you live with, or get your own Prime (or Prime Access, if you qualify).

WHAT THIS DOES FOR YOU

If a parent lost shipping when this ended

Check whether they qualify for Prime Access at about half price (see Chapter 11, *Prime Access: Half Price for Qualifying Households*). Or skip Prime and group orders to reach Amazon's free-shipping minimum.

HEADS UP

Don't share your password instead

It's tempting to give a parent or grown child your Amazon password so they can use your Prime. Please don't. They'd have your cards, your orders, your Alexa and your Ring cameras, and Amazon may flag the sign-ins as suspicious.

If you were sharing this way, take a moment to look at your Amazon Family page and make sure only people in your home are listed.

CHAPTER 30

Helping a Parent With Their Amazon Account

Amazon is one of the accounts scammers love to impersonate, and one of the accounts older parents use the most. A little help goes a long way, as long as it's done with your parent's blessing and on their own account.

A gentle visit checklist

1. Sit together and let your parent do the tapping. You talk them through it.
2. Check the email and phone number under Login & security, and add two-step verification with **their** phone (see Chapter 6, *Two-Step Verification*).
3. Open Memberships & subscriptions together and cancel anything they don't use (see Chapter 18, *Memberships & Subscriptions: Everything That Renews*).
4. Tidy Your Payments to one credit card (see Chapter 16, *Your Payments: The Cards on File*).
5. Turn off Alexa voice purchasing or add a voice code (see Chapter 23, *Stopping Accidental Alexa Purchases*).
6. Show them the Message Center trick, and agree on one rule: "Amazon never calls you. If anyone does, hang up and call me."

HEADS UP

Keep it their account

Don't put your card on their account or yours on theirs, and don't join them to your Amazon Family unless you live together. Separate accounts keep each person's money and privacy safe.

TIP

Write down the sign-in, safely

Help them write their Amazon email and password on a card kept somewhere private at home, not in their wallet or on the fridge.

FROM BILL

I'm happy to help from a distance

If you live away, I can do this check-up with your parent remotely or in their home, and talk you through what we found with their permission. See Chapter 35, *When to Call Bill*.

PART 7

Scams & Trouble

Amazon is one of the most impersonated companies there is. Here's how to recognize the fakes, check any message in under a minute, report it, and recover if someone got in.

CHAPTER 31

Amazon Will Never Call You: Impersonation Scams

Scammers pretend to be Amazon because nearly everyone has an account. They phone, text, email and even post fake "Amazon support" pages on social media. The good news: the rules for spotting them are simple.

Things the real Amazon will never do

- Ask you to pay with **gift cards**, or ask for a gift card's claim code or PIN.
- Ask for your **password or a sign-in code** over the phone.
- Ask you to **pay or give personal details outside** Amazon's own website or app.
- Ask you to install software so they can **see your computer**.
- Call you out of the blue about a refund, a suspicious order or a problem with your Prime.

The usual stories

The story	What it really is
"Suspicious order"	A call or text about an expensive order (often an iPhone or TV) you didn't place. They want you to press 1 or call back.
"Prime renewal"	Your Prime is about to renew at a high price; call to cancel.
"Refund overpaid"	They "accidentally" refunded too much and need you to send the difference, often in gift cards.
"Account locked"	An email or text says your account is suspended and you must sign in through their link.
"Delivery problem"	A text with a link to "reschedule" or pay a small fee for a package.

SCAM ALERT

Hang up, then check for yourself

Whatever the story, the fix is the same: hang up or delete the message, open the Amazon app or type amazon.com yourself, and look at Your Orders and Message Center. If it isn't there, it isn't real.

HEADS UP

Already paid with a gift card?

Act fast. Keep the card and receipt and contact the gift card company right away; the FTC lists Amazon's gift card line as **(888) 280-4331**. Then see my guide *I Think I've Been Scammed*.

CHAPTER 32

Telling a Real Amazon Message From a Fake

Here's my favorite trick in this whole guide. Amazon keeps a copy of every email it sends you in a place called **Message Center**. If a message isn't there, Amazon didn't send it.

To check a message

1. Don't click anything in the suspicious email or text.
2. Open the Amazon app yourself, or type **amazon.com** into your browser.
3. Go to **Your Account**, then **Message Center** (in the app, scroll down to it, then tap **Your Messages**).
4. Look at **All Messages**, or the Buyer/Seller messages for messages about an order.
5. If the message you got is there, it's real. If it isn't, it's fake. Delete it.

TIP

Other quick giveaways

Urgent threats ("within 24 hours"), a greeting like "Dear Customer", an order you never placed, and a sender address that isn't from amazon.com. But scammers can fake a lot, so Message Center is the real test.

GOOD TO KNOW

Texts and calls

Message Center holds emails. For a text or phone call, the check is Your Orders: if the order or problem they mention isn't in your account, it's a scam.

Make this a habit: check first, then act. It takes less than a minute and beats every scam in the previous chapter.

CHAPTER 33

Reporting a Scam to Amazon

Reporting a fake Amazon message helps Amazon shut down the scammers' phone numbers and websites. It's quick, and it's the same whether or not you fell for it.

If you have an Amazon account

1. Type **amazon.com/reportascam** into your browser yourself and sign in.
2. Choose the kind of message you got (call, text, email or other) and answer the questions.
3. Submit. Then delete the original message or block the number.

If you don't have an Amazon account

Email the suspicious message to **reportascam@amazon.com**. Amazon says sending it as an attachment is the best way for them to track it.

TIP

Tell the FTC too

You can also report any scam at **ReportFraud.ftc.gov**. If you lost money, call your bank or card company first, then report.

SCAM ALERT

Watch out for "recovery" callers

After you report a scam, you may get calls from people claiming they can get your money back for a fee. That's a second scam. Amazon and the FTC never charge to help you.

CHAPTER 34

Think Someone Got Into Your Account?

Signs include orders you didn't place, a changed email or phone number, a new address, or a password that suddenly doesn't work. Stay calm and work through these steps in order.

If you can still sign in

1. Open the Amazon app or type amazon.com yourself. Go to **Login & security**.
2. **Change your password** to a new one you've never used anywhere.
3. Check your **email** and **mobile number** are yours. Fix anything that isn't.
4. Check **two-step verification** is on and uses your phone (see Chapter 6, *Two-Step Verification*).
5. Check **Your Orders** (including Digital Orders), **Your Addresses** and **Your Payments**. Remove anything you didn't add, and cancel orders that haven't shipped.
6. Look at your devices and deregister any you don't recognize (see Chapter 8, *Who's Signed In: Your Devices*).
7. Contact Amazon Customer Service from the Help section of the app or website and tell them what happened.

If you're locked out

1. Try **Forgot password?** on the sign-in screen (see Chapter 5, *Your Password and Sign-In Details*).
2. If the email and phone were changed by someone else, use Amazon's account-recovery steps from the sign-in page's help links, or contact Customer Service from amazon.com's Help section.
3. Call your card company to watch for, or block, unauthorized charges.

HEADS UP

Check your email account too

If someone got into your email, they can reset your Amazon password again. Secure your email first, with a new password and two-step verification. My Hacked Account Recovery guide covers email accounts.

SCAM ALERT

Use only Amazon's own help

Search results and social media are full of fake "Amazon support" phone numbers. Reach Amazon only from inside the app or from amazon.com's Help section.

PART 8

When to Call Bill & Your Cheat-Sheet

CHAPTER 35

When to Call Bill

Most of this guide you can do on your own, at your own pace. But there's no prize for struggling, and some jobs are simply easier with a calm second pair of eyes.

Good reasons to call me

- You'd like your whole Amazon account checked over: two-step verification, devices, payments and subscriptions. That's part of my **Digital Safety Check-Up**, which also covers your email and other important accounts.
- There's a charge or subscription you can't track down.
- You'd like a passkey set up but aren't sure about your phone.
- You want PINs and voice codes on your Fire TV, Kindle and Echo before the grandchildren visit.
- You think a scammer got into your account, or you gave someone a code or a gift card.
- You're helping a parent with their account and would like someone to do it with them.

SCAM ALERT

I'll never call you out of the blue about Amazon

If someone calls claiming to be me, or "Amazon's technician," and asks for codes or payment, hang up. Call me back on the number below.

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**, and I bring 30+ years of professional experience to every visit. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule.

FROM BILL

What it costs

My help is **$49 remote · $99 in your home**. This guide is free to read and share; my time is what you pay for, and I'll always tell you the price up front.

— Bill

CHAPTER 36

Your Amazon Account Cheat-Sheet

Where to find things

I want to…	Go here
Change password, email or phone	Your Account > Login & security
Turn on two-step verification	Login & security > 2-Step Verification (2SV) Settings > Edit
Set up a passkey	Login & security > Passkey > Set up
See or remove devices	amazon.com/mycd > Devices > Deregister
Cancel Prime	Your Account > Prime > Manage membership > End membership
Everything that renews	Your Account > Memberships & subscriptions
Match a charge	Your Payments > Transactions
Return a Kindle book (7 days)	amazon.com/mycd > Content > More actions > Return for Refund
Stop Alexa buying	Alexa app > More > Settings > Account Settings > Voice Purchasing
Fire TV purchase PIN	Settings > Preferences > Parental Controls
Check a message is real	Your Account > Message Center
Report a scam	amazon.com/reportascam

Five safety rules

1. Amazon never calls you first about orders, refunds or your account.
2. Never read a code out loud, and never pay anyone with a gift card.
3. Type amazon.com yourself or use the app; never a link in a message.
4. If it isn't in Your Orders or Message Center, it isn't real.
5. Turn on two-step verification, and keep your email and phone number current.

Keep this handy

Item	Write it here
My Amazon sign-in email	_____
Two-step backup phone	_____
Prime renews on	_____

Item	Write it here
Fire TV PIN kept where	_____
Who is in my Amazon Family	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

One last word

Your Amazon account is a key ring. Lock it with two-step verification, check it once a season, and when in doubt, check for yourself before you act. And if you'd like a hand, I'm a phone call away.

— Bill