



Roxio: Unable to change member account details due to security question

- Creator NXT

Symptoms

You are trying to change some details in your Roxio member account, such as your email address, but are being hampered by the password reminder/security question, which you cannot recall.

Resolution

If you have set a password reminder question/answer when you created your Roxio account, this would be visible in our customer support tool. Please get in touch with our [technical support team](#) for assistance.