

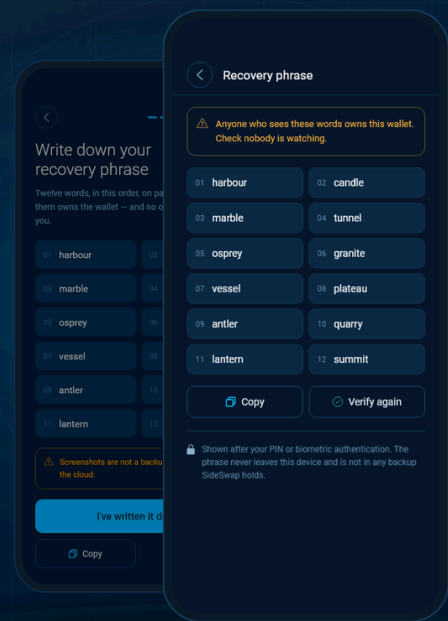


SideSwap

Keep your coins yours, spot the scams

SIDESWAP GUIDE Safety

Available for:



SAFETY

Staying safe

Your SideSwap wallet holds its own keys. Nobody, SideSwap included, can move your coins or undo a payment for you. A few habits keep them yours, and they are all here.

sideswap.io/guides/staying-safe · Updated 9 Oct 2026

At a glance

Recovery phrase

On paper, never shared
SideSwap Support never asks for it

Links from the team

None
SideSwap never sends links to connect your wallet

Get the app

sideswap.io/downloads
Or the App Store, Google Play and GitHub links there

A sent payment

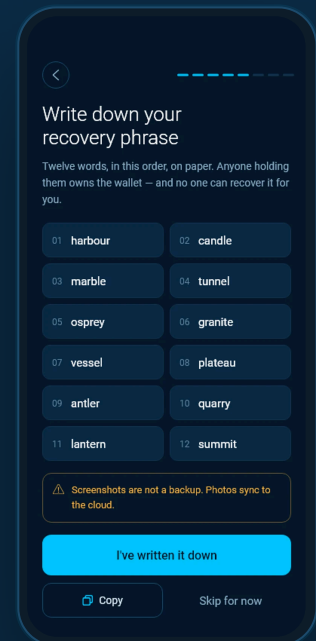
Final once confirmed
Nobody can reverse it

Your recovery phrase

Your recovery phrase is the wallet. Anyone who has the words owns it, on any device, and no one can recover it for you if they are lost.

- ✓ Write the words on paper, in order, and keep the paper somewhere safe and offline.
- ✓ Never take a screenshot or a photo of them. Photos sync to the cloud.
- ✓ Never type them into a website, a form, a chat or an app you did not install from an official source.
- ✓ Never send them to anyone. SideSwap Support will never ask for them.

Your PIN or biometrics only unlock the app on this device. They are not your recovery phrase and cannot restore the wallet anywhere else. To see the words again, open Settings, then **View my recovery phrase**, and check that nobody is watching.



Fake support and fake links

Scammers pose as the SideSwap team and send links that ask you to connect your wallet or check it. SideSwap never sends links asking you to connect a wallet.

- ✓ Ask for help only at sideswap.io/support or by email to hello@sideswap.io, and be wary of anyone who messages you first.
 - ✓ Someone who asks for your recovery phrase, or for a payment to fix a problem, is not SideSwap.
 - ✓ A connection or payment request you did not start yourself, reject it. See [Approve what a website asks](#).
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Copypcat sites and apps

Install SideSwap only from sideswap.io/downloads or the App Store, Google Play and GitHub links on that page. For the desktop app, the page also gives the PGP key and signatures, so you can check the file you downloaded.

Before you connect your wallet to a website, look at the address bar. The wallet shows the site asking too. If the two do not match the site you meant to visit, reject the request.

Payments are final

A confirmed transaction cannot be reversed, by SideSwap or anyone else. Funds sent to a wrong address can only come back from whoever controls that address.

- ✓ Check the address and its network before you send.
 - ✓ For a large amount, send a small test first.
 - ✓ A swap cannot be undone either. The way back is a new swap in the other direction, at the market price of that moment.
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If something went wrong

A payment you did not make means someone had your recovery phrase or your unlocked device. The same applies if you typed your phrase into a website. Act straight away.

- ✓ Create a new wallet with a new recovery phrase, written on paper. See [Get started](#).
- ✓ Move everything left in the old wallet to the new one, and anything that arrives there later. Stop using the old addresses.
- ✓ Think about where the old phrase could have been seen, such as a photo, a cloud note, a website or person who asked for it, another wallet app or a browser extension. Whoever has it can keep using it.
- ✓ Keep the transaction links. If the amount is significant, report it to the police.



We are here to help

Write to hello@sideswap.io with the transaction IDs and we will go through it with you. Never include your recovery phrase.

What you share

Some things let others see your wallet without being able to spend from it. Share them only when you mean to.

Watch-only descriptors, under Settings, show anyone who has them your full history and future activity. Share them only with wallets you trust.

A website you connect with Liquid Connect sees your balances and history. See [Connect your wallet to a website](#).

An unblinded explorer link shows the amounts and assets of that transaction to whoever opens it. See [Track a transaction or a peg](#).

