

How to recover your Google account

READ THIS FIRST

For security reasons, only you can perform these steps. **No repair shop or technician can reset your Google password or regain access to your account for you** — including us. What we can do is sit with you and help you work through it.

1 Start the official recovery

Go to g.co/recover

- Enter your email address or the phone number on the account.
- Don't remember your email? Click **"Forgot email?"** You'll need your full name and a recovery phone or email.

3 Answer the questions

Google asks a series of questions to prove it's you.

- **Answer as many as you can.** Take your best guess rather than skipping.
- For your last password, enter the most recent one you can recall.
- Stuck? Click **"Try another way"** at the bottom.

5 If it doesn't work immediately

Google may say they "couldn't verify it's you." If that happens:

- **Wait 24–72 hours.** Repeated attempts can trigger a security lock. Wait a few days and try again.
- **Check for a security alert** on another device you're still signed in on, like an old tablet. You may be able to approve the login there.

2 The "golden rules"

Google's system looks at your "fingerprint." To improve your odds:

- **Use a familiar device** — the phone, tablet, or computer you usually sign in with.
- **Use a familiar network** — do it from home or work, on your usual Wi-Fi.

4 Check your recovery options

If you set up a recovery phone or backup email, Google sends a 6-digit code there.

- Check your text messages and your other email inbox.
- **Check your spam folder** for "Your Google support inquiry."

A NOTE ON SCAMS

The official recovery process is always free

- Google will never call you or ask for your password over the phone.
- If a website asks you to pay a fee to "unlock" your account, it's a scam.

STUCK PARTWAY THROUGH?

Bring your device in and we'll sit down and work through the steps with you for a small fee.

(740) 439-1122

611 Wheeling Ave, Cambridge, OH 43725
ohiopcsolutions.com