



Google account **'how to guide'**
Recover an account
18/10/19

Contents



Account recovery

Slide 3

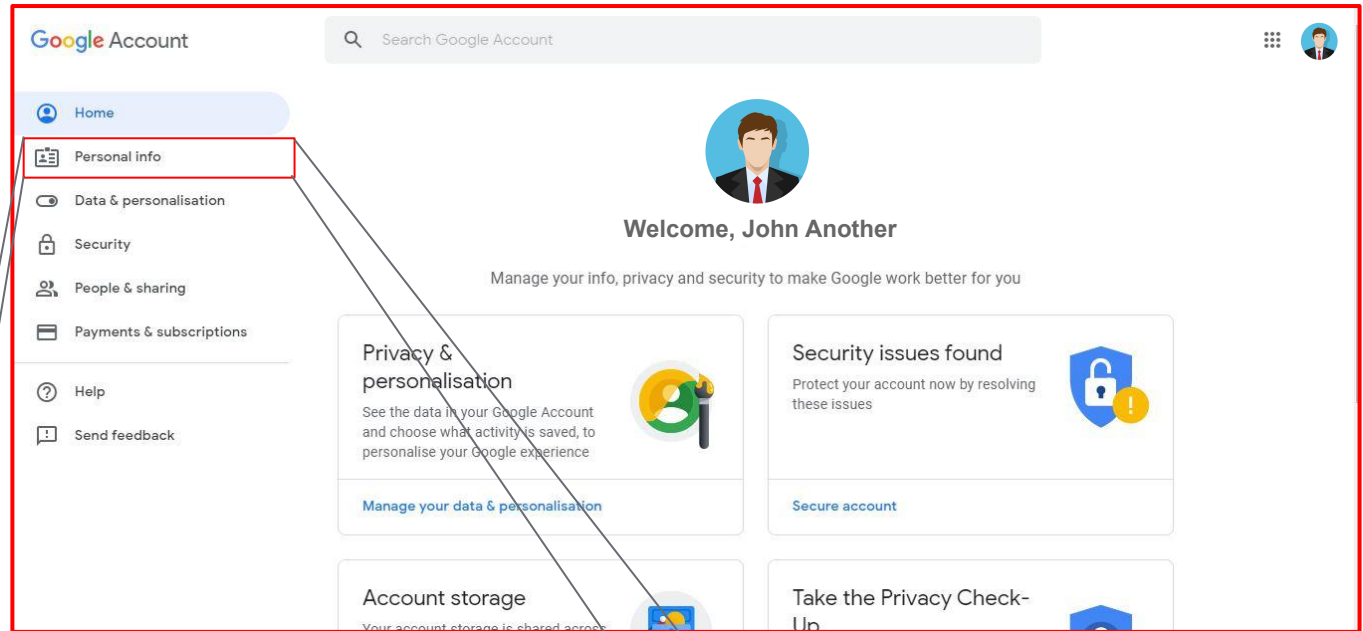
Account recovery

Account recovery - via email

To ensure you can **recover your account** in the event of a **forgotten password** or the account becoming **locked** please provide a **recovery phone number** or **email address** on your account. For details of how to do this use the following link:

https://support.google.com/accounts/answer/183723?hl=en&ref_topic=7188671

This guide will take you through the process using a step-by-step methodology

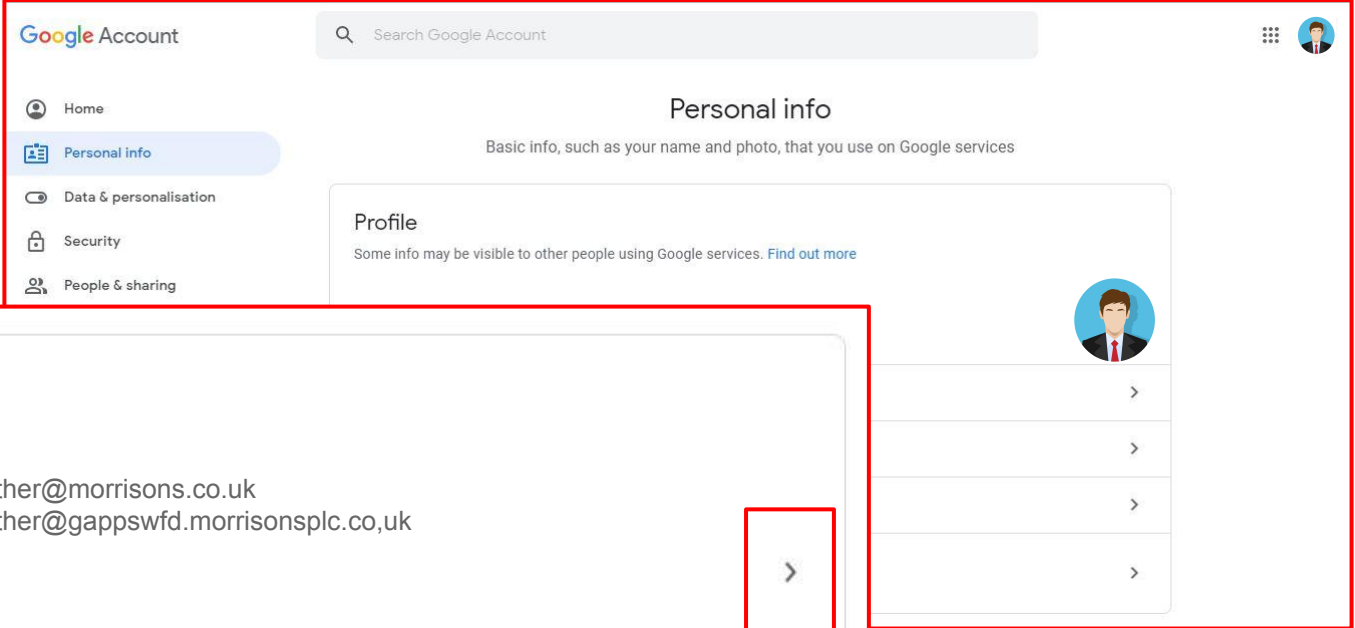


 Personal info

On your welcome page, click the **'Personal info'** tab.

Account recovery - via email

On the Personal Info tab, scroll down to the 'Contact info' section



The screenshot shows the Google Account 'Personal info' page. The left sidebar contains navigation options: Home, Personal info (selected), Data & personalisation, Security, and People & sharing. The main content area is titled 'Personal info' and includes a 'Profile' section. Below the profile is a 'Contact info' section with two rows: 'EMAIL' and 'PHONE'. The 'EMAIL' row contains two email addresses: john.another@morrison.co.uk and john.another@gapswfd.morrisonplc.co.uk. A red box highlights a right-pointing arrow next to the second email address. Another red box highlights a right-pointing arrow next to the 'PHONE' row. A third red box highlights a right-pointing arrow next to the text 'Click on the email selection arrow'.

Google Account Search Google Account

Personal info

Basic info, such as your name and photo, that you use on Google services

Profile

Some info may be visible to other people using Google services. [Find out more](#)

Home

Personal info

Data & personalisation

Security

People & sharing

Contact info

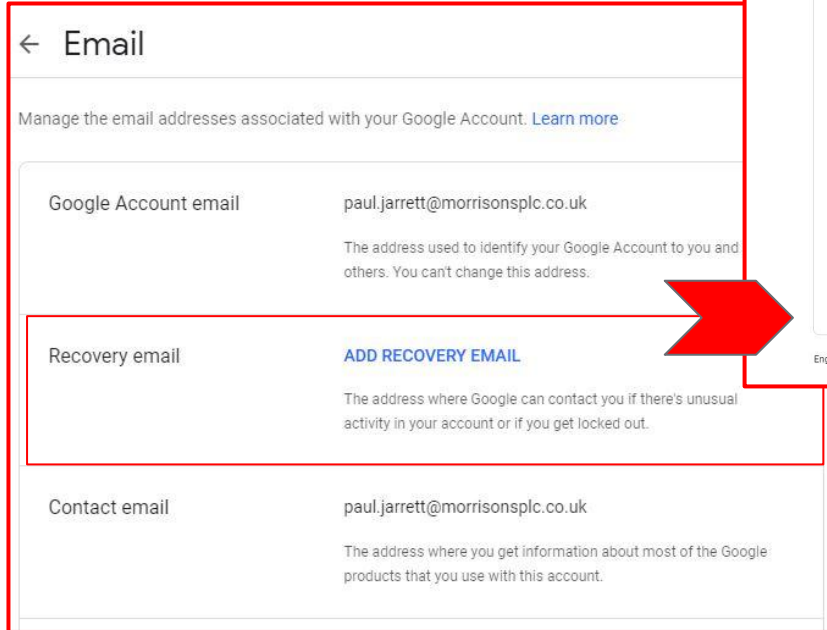
EMAIL john.another@morrison.co.uk john.another@gapswfd.morrisonplc.co.uk

PHONE

Click on the email selection arrow

Account recovery - via email

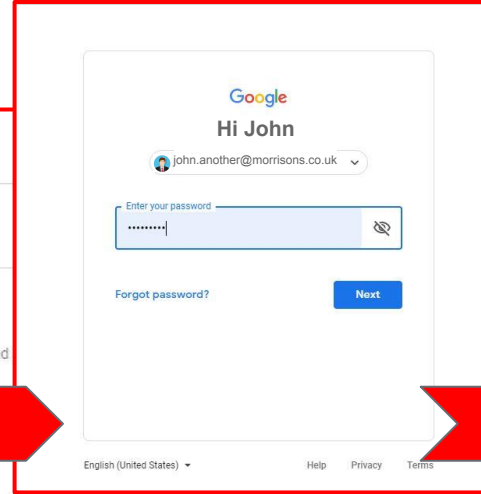
Within the 'Recovery email' section, click on **ADD RECOVERY EMAIL**



← Email

Manage the email addresses associated with your Google Account. [Learn more](#)

Google Account email	paul.jarrett@morrisonspc.co.uk
The address used to identify your Google Account to you and others. You can't change this address.	
Recovery email	ADD RECOVERY EMAIL
The address where Google can contact you if there's unusual activity in your account or if you get locked out.	
Contact email	paul.jarrett@morrisonspc.co.uk
The address where you get information about most of the Google products that you use with this account.	



Google

Hi John

john.another@morrisonspc.co.uk

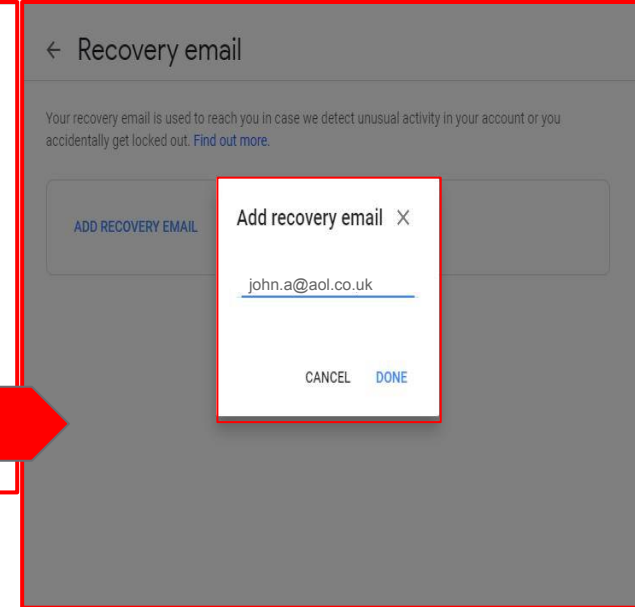
Enter your password

.....

Forgot password? **Next**

English (United States) Help Privacy Terms

To ensure you are the user, you will be asked to sign in again, please continue...



← Recovery email

Your recovery email is used to reach you in case we detect unusual activity in your account or you accidentally get locked out. [Find out more.](#)

ADD RECOVERY EMAIL Add recovery email X

john.a@aol.co.uk

CANCEL DONE

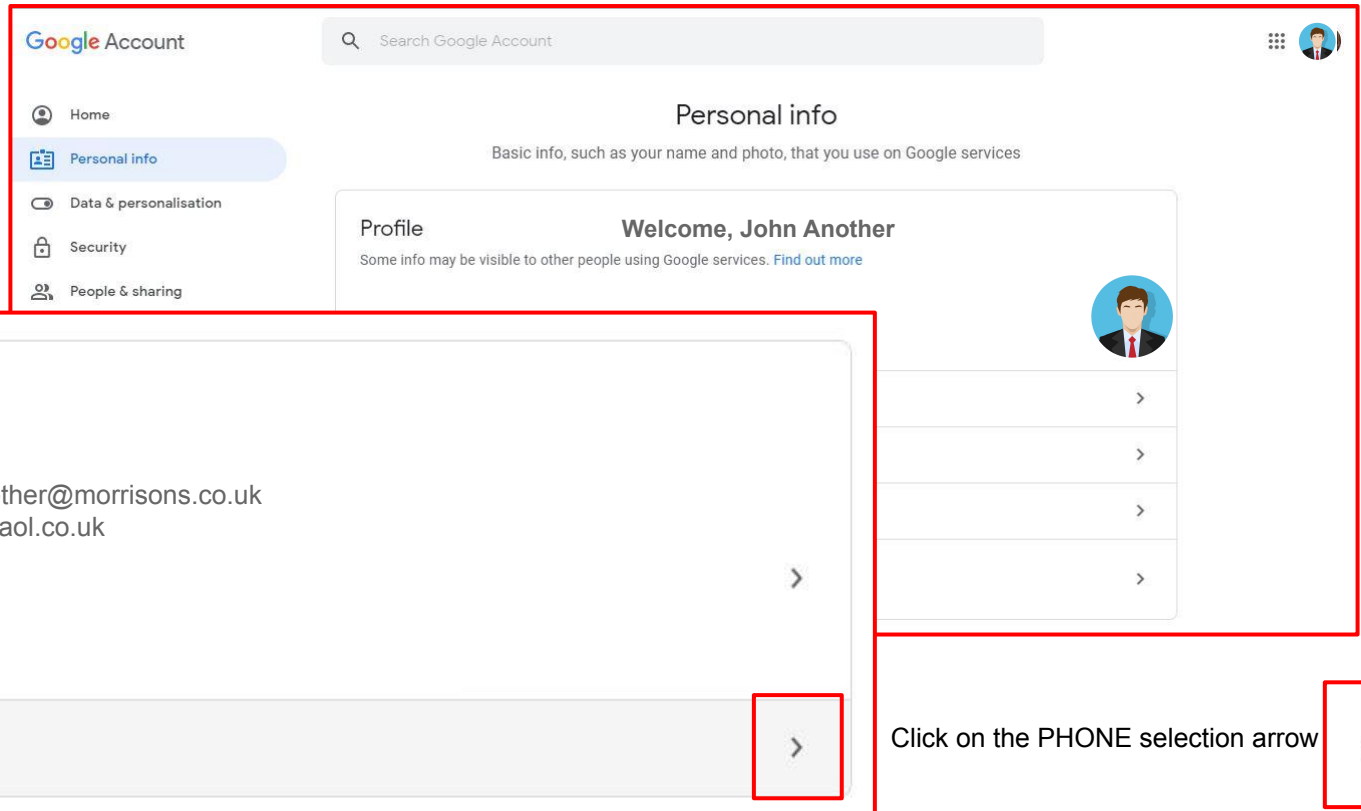
The recovery email is a separate email, please choose an email address that:

- You use regularly
- Is different from the one you use to sign in to your Google Account

Account recovery - via phone

From your Google account
Welcome page...

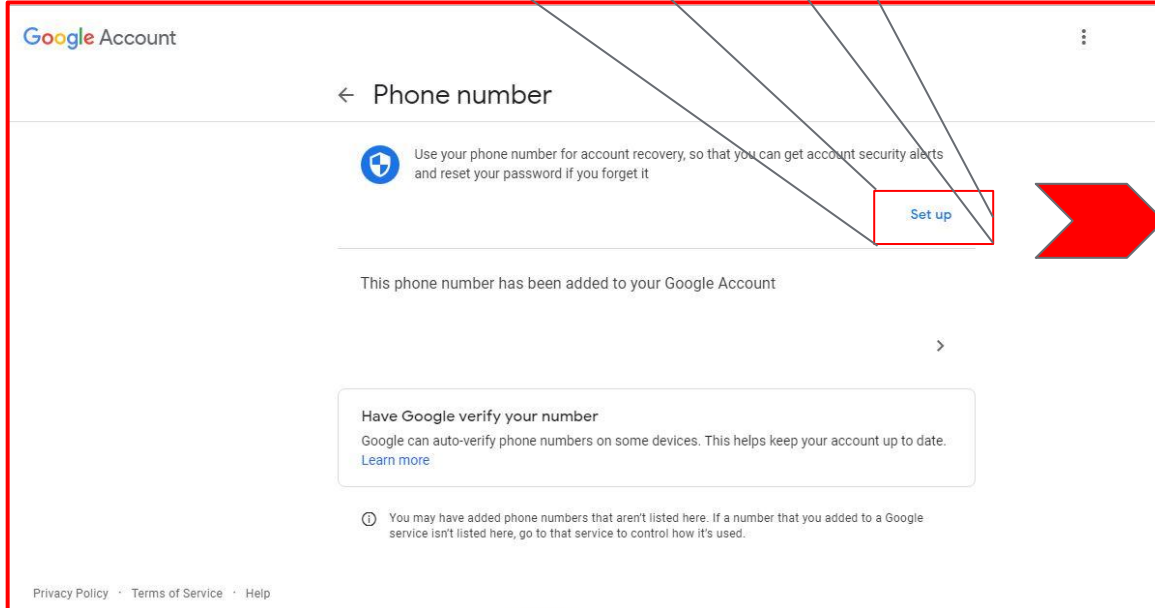
On the Personal Info tab, scroll
down to the 'Contact info' section



The screenshot shows the Google Account 'Personal info' page. The left sidebar contains navigation options: Home, Personal info (selected), Data & personalisation, Security, and People & sharing. The main content area is titled 'Personal info' and includes a 'Profile' section with the name 'Welcome, John Another' and a profile picture. Below the profile is a 'Contact info' section. This section has two rows: 'EMAIL' with two addresses ('john.another@morrisons.co.uk' and 'john.a@aol.co.uk') and a right-pointing arrow; and 'PHONE' with a right-pointing arrow. A red box highlights the 'PHONE' row and its arrow. To the right of the 'Contact info' section, there are four more rows, each with a right-pointing arrow. A red box highlights the bottom-most arrow in this column. A separate red box highlights the 'PHONE' label and its arrow. A text instruction 'Click on the PHONE selection arrow' is positioned to the right of the 'PHONE' row, with a red box around the arrow it points to.


Account recovery - via phone

You will then land on the phone number page, click the **Set up** link



Google Account

← Phone number


 Use your phone number for account recovery, so that you can get account security alerts and reset your password if you forget it

[Set up](#)

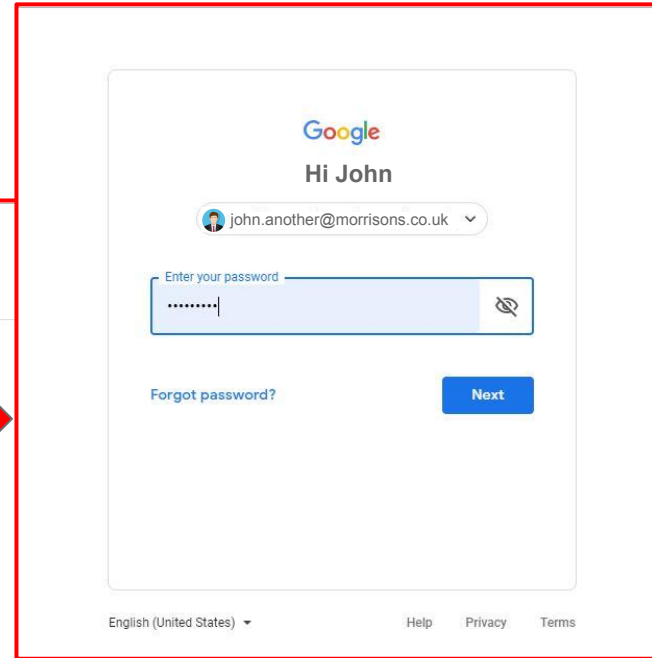
This phone number has been added to your Google Account

>

Have Google verify your number
Google can auto-verify phone numbers on some devices. This helps keep your account up to date. [Learn more](#)


 You may have added phone numbers that aren't listed here. If a number that you added to a Google service isn't listed here, go to that service to control how it's used.

[Privacy Policy](#) · [Terms of Service](#) · [Help](#)



Google

Hi John

 john.another@morrisons.co.uk

Enter your password

.....

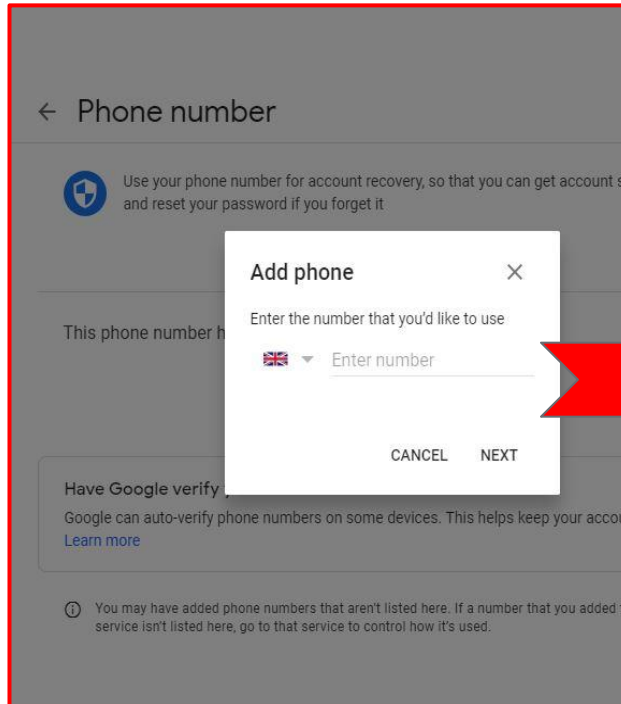
[Forgot password?](#) [Next](#)

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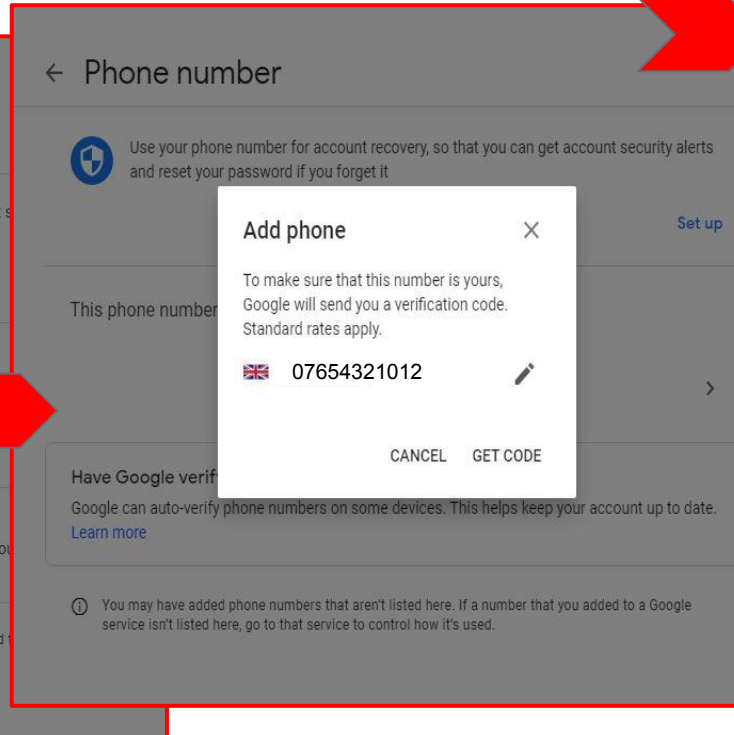
To ensure you are the user, you will be asked to sign in again, please continue...

Account recovery - via phone

Enter the number you would like to use



Click 'GET CODE' to receive a verification code



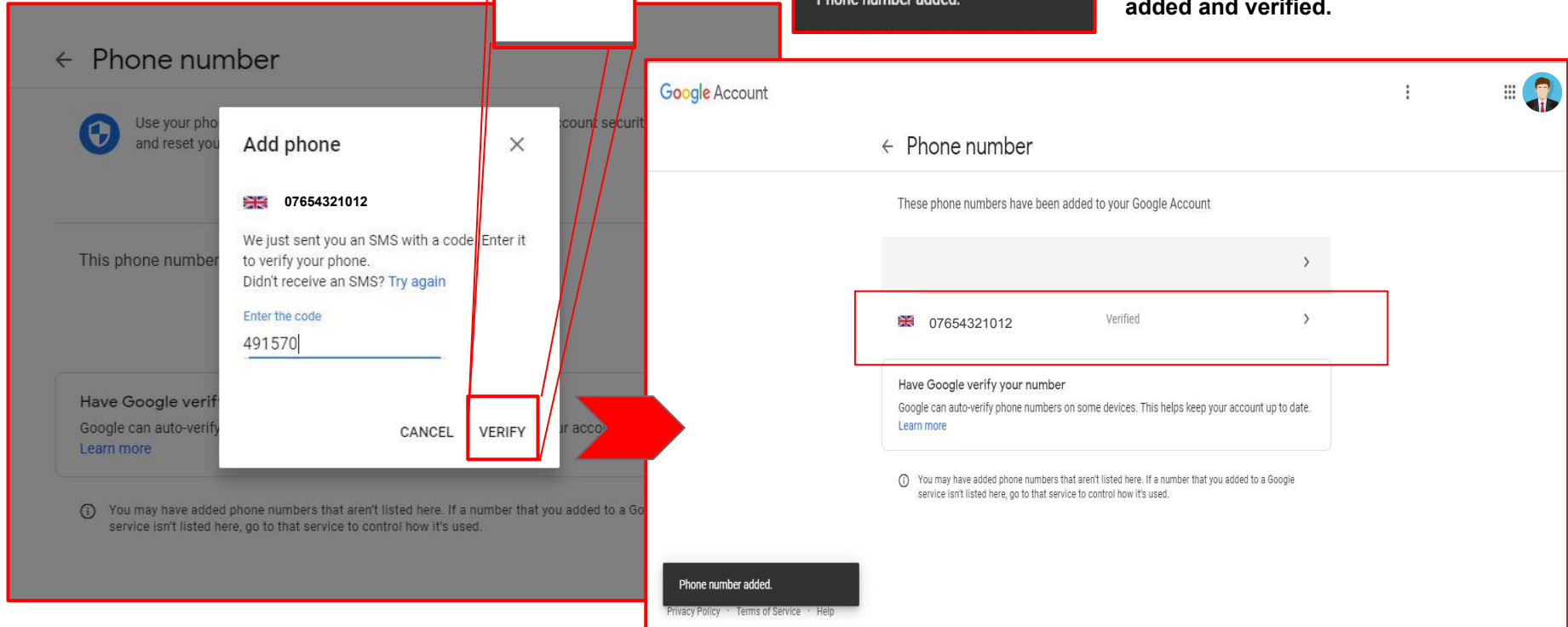
Account recovery - via phone

Input the verification code, and click **VERIFY**

VERIFY

Phone number added.


Your recovery number has now been added and verified.



← Phone number

Use your phone number to verify your account security and reset your password.

Add phone ✕

 **07654321012**

We just sent you an SMS with a code. Enter it to verify your phone.
Didn't receive an SMS? [Try again](#)

[Enter the code](#)

491570

CANCEL **VERIFY**


Have Google verify your number
Google can auto-verify phone numbers on some devices. This helps keep your account up to date.
[Learn more](#)

ⓘ You may have added phone numbers that aren't listed here. If a number that you added to a Google service isn't listed here, go to that service to control how it's used.

Google Account

← Phone number

These phone numbers have been added to your Google Account

 07654321012 Verified >

Have Google verify your number
Google can auto-verify phone numbers on some devices. This helps keep your account up to date.
[Learn more](#)

ⓘ You may have added phone numbers that aren't listed here. If a number that you added to a Google service isn't listed here, go to that service to control how it's used.

Phone number added.

[Privacy Policy](#) [Terms of Service](#) [Help](#)

Thank you