

EMAIL ACCOUNT RECOVERY

Do you know your current settings? If you aren't sure of your recovery settings go to this website: <https://www.google.com/settings>

Account recovery options

How to enable your account recovery options:

For all options, you will need to do the following:

1. Click the  gear in the top right.
2. Select **Settings**.
3. Click **Accounts**.
4. Click **Change password recovery options** in the 'Change account settings' section.

You may be prompted to re-enter your password to help verify your password and protect your account.

5. Click **Add a recovery email address/a mobile phone number** if you don't have a recovery option already, or click **Edit** next to your current recovery option to change it.
6. Click **Save** to make your changes.
7. Close the **Google Account** window using your browser's **Close** button if you don't want to sign out of Gmail just yet.

How to use your existing account recovery options in the event you're unable to log into your account.

For all options, you will need to do the following:

Visit the password recovery page at www.google.com/accounts/recovery

Enter your username.

Click **Submit**.

If your Gmail username is accepted, a CAPTCHA will appear (letters in a distorted picture), which needs to be typed in the empty box below.

Click **Submit**.

To be contacted via:

Email:

1. Choose the radio button which says 'Email to *****@****.com.'
2. An email from Google is automatically sent to your **recovery email address**.

3. Log into the account of your secondary email address and follow the instructions provided in the message.

NOTE: If Gmail sends a verification email and you didn't receive it, the message was probably caught by a spam or bulk mail filter in your recovery email system. Try checking your Spam or Bulk Mail folders for a message from **account-recovery-noreply@google.com** to see if the email ended up in there.

Your mobile phone number:

1. Choose the radio button which says 'Text message to *****XX.
2. A text message will be sent to your mobile phone with a password-reset code.
3. Enter the password-reset code on the following **Text message code verification** page.

If you're unable to use any of your existing account recovery options on the password assistance page, click **I no longer have access to these** and you'll be given a series of questions to verify that you own the account.

The questions Google asks to verify your identity are intentionally difficult. Answer as many questions as possible, and make sure your answers are accurate. If you're unsure about an answer, provide your best guess. It also helps to submit your answers from a computer you've used in the past.

Questions you will be asked: If you are not sure about the dates, provide your best estimate.

You will be required to solve a Captcha before submitting your answers to a list of questions.

Last password you remember?

What was the last time you were able to sign into your Google Account (month, day and year)?

When did you create your Google account (month and year)? Note: Gmail was created on April 1, 2004.

Five (5) email addresses used the most.

Five (5) labels used in this account. If you aren't currently using labels, now would be a good time to start. (Don't know if they will accept the response of "none".

Provide your recovery email address.

How to you prepare for such an event since Gmail does not provide a simple back-up option?

There are several things you can do – none of which are perfect.

Go to your Google contacts, click on the “**Most Contacted (20)**”, Click on the “**More**” box and then “**Print**” and keep in a safe place. You can also click on “**My Contacts**”, “**More**” and “**Print**” to print all of your contacts. This will probably take a lot of pages of paper.

You can also click on “**More**” and “**Export**” to export your contacts to a .csv file that you can save and keep for future reference. The file isn’t necessarily user friendly, but your information will be there.

Create a document (or write down) listing of some of your “Labels” and save. You can also use the Snipping Tool in Windows to save a copy.

Create a document (or write down) listing of some of your previous passwords and keep it in a safe place.

Make sure you have a second email account to use as a “recovery email account” so that you can recover your password. Make sure your recovery email account is **NOT** automatically forwarded to you Gmail account.

Make a note of when you created the account for record purposes.

Write down your recovery email address.

You might want to print out a copy of the Gmail Account Recovery Blog listed below.

Gmail Account Recovery Blog – <http://gmailaccountrecovery.blogspot.com/#rec10>

Download a copy of your data at: <https://www.google.com/settings/takeout>