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Commonly asked questions How do I create a Google Account? Can I change my username or Gmail address? How do I manage or secure my Google Account? How can I recover my Google Account? Learn how to recover your Google Account How can I sign in to a different account? If you have more than one Google Account, you can switch accounts. Do I need to create a new account if I get a new mobile device? Is a Google Account the same as a Gmail address? Are there age requirements for a Google Account? How can I help keep my Google Account safe? Related resources Post to the help community Get answers from community members If you can't sign in, to try to get back into your Google Account, follow these steps: Tip: You may not find all the questions described here. If you already tried to recover your account and got a "Google couldn't verify this account belongs to you" message, you can try again. Answer as many questions as possible Try not to skip questions. If you're unsure of an answer, take your best guess rather than moving on to another question. Wrong guesses won't kick you out of the process. Use a familiar device & location If possible: Use a computer, phone, or tablet where you frequently sign in Use the same browser (like Chrome or Safari) that you usually do Be in a location where you usually sign in, like at home or at work Be exact with passwords Details matter, so avoid typos and pay attention to uppercase and lowercase letters. Passwords If you're asked for the last password you remember, enter the most recent one you recall. If you don't remember your last password: Use a previous one that you do remember. The more recent it was, the better. If you can't confidently recall any previous passwords: Take your best guess. Enter an email connected to your account If you're asked to enter an email address you can check now, enter one that you've added to your account. Here are some examples: A recovery email address helps you get back in and is where we send you security notifications. An alternate email address is one you can use to sign in. A contact email address is where you get information about most Google services you use. Check your spam folder for a message Important: Google never asks for your password or verification codes over email, phone call, or message. Only enter your password or verification codes at accounts.google.com. If you expected an email from our team but can't find it, check your spam or junk folder for an email titled "Your Google support inquiry". What if I still can't sign in? Post to the help community Get answers from community members If your phone or tablet uses Google Play Services, you can manage your Google apps and services in Google Settings. Open Google Settings Depending on your device, either: Open your device's Settings app, then tap Google. Open the Settings app . 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