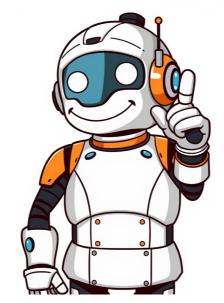Click to prove you're human

If you tried to sign in, but can't remember your username, we can try to find it for you with the information you provided when you signed up. Recover your username If we can find an account that matches: We'll ask you to verify that you're the owner. Answer any additional questions as best as possible. Learn more about lost account recovery. If we can't find an account that matches: We'll let you know. Double-check for typos, or try a different email address or phone number. If we're still unable to find a match, you can create a new account. Once inside of your account, you can manage email addresses. "Couldn't find account" error during sign in If you've previously signed up for a Google Account, and can't remember the username or email address that you used, you can try to recover it. Follow the steps in the preceding section to recover your account. "That email is already in use" error during sign up An email address can't be used to sign up for more than one Google Account. If this email address belongs to you, it's possible that: You've already signed up for a Google Account: Follow the account recovery instructions in the top section for help. You have a Google Workspace visitor session linked to this email address. If you're invited to collaborate on Google Drive files as a visitor, with your email and a PIN, you'll need to delete this visitor session before your email address is used to sign up for a new account. Learn how to delete your visitor session. Post to the help community Get answers from community members If you forgot your password or username, or you can't get verification codes, follow these steps to recover your Google Account. That way, you can use services like Gmail, Photos, and Google Play. Tips: Wrong guesses won't kick you out of the account recovery process. There's no limit to the number of times you can attempt to recover your account. If you use an account through your work, school, or other group, these steps might not work. Check with your administrator for help. To recover an account for a child under 13 (or the applicable age in your country) you can reset your child's password. Forgot your password Forgot the email address you use to sign in To find your username, follow these steps. You need to know: A phone number or the recovery email address for the account. The full name on your account. Follow the instructions to confirm it's your account. You'll find a list of usernames that match your account. Someone else is using your account If you think someone is using your Google Account without your permission, follow the steps to recover a hacked or hijacked Google Account or Gmail. If you have another problem, get help signing in. Recover a deleted Google Account If you recently deleted your Google Account, you can follow the steps to recover your account. Still can't sign in Tip: If you change your account recovery info, it may take up to 7 days for those changes to take effect. Try to recover your account again in a few days. Create a new account If you can't sign in, try these tips for account recovery. If you still can't recover your account, you can create a new Google Account. When you do, you can follow these steps to avoid getting locked out of your Google Account. Avoid account & password recovery services For your security, you can't call Google for help to sign into your account. We don't work with any service that claims to provide account or password support. Do not give out your passwords or verification codes. Post to the help community Get answers from community members You can let a friend or family member share and locate a device or accessory, like your car keys, that have a tracker tag. You can stop sharing devices at any time and remove devices and accessories from Find Hub if you no longer own them. Important: These steps only work on Android 9 and later. Learn how to check your Android version. For the shared owner's privacy, it takes several minutes to detect the location of the accessory or tracker tag after sharing is completed. You can share your accessory or tracker tag with up to 10 loved ones so you can all locate your valuables in the app. Step 1: Device owner sends a sharing invitation On your device, tap Find Hub . Select the accessory you want to share. Tap Share device. Follow the on-screen instructions. You can send the invitation with any messaging app like, text, email, or Quick Share. Tip: Your friend or family member has 24 hours to accept the invitation. Step 2: Recipient accepts the invite Your friend or family member opens the link you sent in your invitation on an Android Device. They are prompted to download the Find Hub app if it's not already installed. They can choose whether to accept the invitation. To accept: Tap Accept. To decline: Tap Decline. Tip: When you accept an invitation, under the shared device is a 4-digit PIN. You can use the PIN for added security. Step 3: Device owner confirms sharing On your device, tap Find Hub . Select the accessory or device you want to share. Tap Settings. Select the friend or family member. Choose whether to confirm sharing. To confirm: Tap Confirm. To cancel: Tap Cancel sharing. Tip: When you accept an invitation, under the shared device is a 4-digit PIN. You can use the PIN for added security. Important: When you stop sharing a device or accessory, only the device owner can find its location. If you're the primary owner On your device, tap Find Hub . Select the shared device. Tap Settings . Next to the person you want to stop sharing, tap More Stop sharing. If you're the secondary owner On your device, tap Find Hub . Select the shared device. Tap Settings . Tap Leave sharing. Check tracker tag battery levels On your device, tap Find Hub . Select the device you want to check. Under the device name, check the power level on the Battery . Tip: There are 3 battery levels: "OK," "Low," and "Very Low." You should replace the battery or charge your tracker tag when it reaches "Low." For more information about your tracker tag's battery, refer to your device manufacturer. Remove a device from Find Hub Remove a device Remove an accessory or tracker tag Important: When you remove a nearby tracker tag from Find Hub, all of its associated data, like the device it's paired to and your email address, are deleted. On your device, tap Find Hub . Select the accessory you want to remove. Tap Settings Remove from Find Hub. If you don't have the accessory nearby, or if it can't connect through Bluetooth, you'll get the notification "Couldn't remove device." To remove the accessory from Find Hub, tap Remove device. Tip: To remove your data from a tracker tag, factory reset it with your device manufacturer's instructions. Get help from your device manufacturer. Related resources Post to the help community Get answers from community members If you lose an Android device or Wear OS watch, you can find, secure, or erase it remotely. You can also help a friend find, secure, or erase their lost device with the Find Hub app. If you've added a Google Account to your device, Find Hub is automatically turned on. By default, your Android device stores encrypted recent locations with Google and participates in the Find Hub network, a crowdsourced network of Android devices that uses end-to-end encrypted location information to help Android users find their lost devices. To get help from the network with finding your items on your Android device, set a PIN, pattern or password. Your device's most recent location is available to the first action activated on the device. Tip: To find, secure, or erase your Wear OS device, connect it to Wi-Fi or mobile data. Be ready to find a lost Android device. To secure or erase an Android device, make sure the device: Has power Is connected to mobile data or Wi-Fi Is signed in to a Google Account Has Find Hub turned on Is visible on Google Play If you use 2-step Verification, go to 2-step Verification backups. Find, secure, or erase a device remotely Important: If you find your device after you erase it, to use your device again, you need your Google Account password. Learn about device protection. How to use Find Hub to find a lost Android device Use the Find Hub app On another Android phone or tablet, open the Find Hub app . Sign in. If your own device is lost: Tap Continue as [your name]. If you're helping a friend: Tap Sign in as guest and let your friend sign in. From the listed devices, select the device you want to locate. The lost device gets a notification. When you manage a Google Account with Family Link, your child's supervised devices automatically appear in the Family devices tab in Find Hub. You may be prompted to provide the lock screen PIN for the Android device you want to locate. This applies to Android 9 or higher. If the device you want to find doesn't use a PIN, or runs Android 8 or lower, you may be prompted in your account. On the map, you get information about the device's location. To navigate to a lost device, tap Get directions. Your location is estimated from sources like: GPS: We use satellites to know your location up to around 20 meters. When you're inside buildings or underground, the GPS is sometimes inaccurate. Wi-Fi: The location of nearby Wi-Fi networks helps us know where you are. Cell towers: Your connection to mobile data can be accurate up to a few thousand meters. Learn how to improve your location's accuracy. If the device is within 10 meters, you can get a shape that fills in as you get closer to your device: Tap Find nearby. This may take a few seconds to update. The radius displayed around your location pin is an indication of our confidence in location accuracy. If your device's current location can't be found, you may still find its last known location, if available. Select what you want to do: Play sound: Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate. To play a sound, wireless headphones need to be turned on and earbuds need to be outside the case. Mark as lost: Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or phone number to the lock screen. To update: Follow the steps to erase, reset, or remove your device. Erase, reset, or remove your device You can delete your device if you can't find it. Important: These steps permanently delete all data on your device, but may not delete SD cards. After the device is erased, its location won't be available in Find Hub. You can use Find Hub on the web, an Android device, or a friend's Android device in guest mode: On the device, open the Find Hub app . Select the device or accessory you want to reset or remove. Select Settings . To erase an Android device: Tap Factory reset {device name}. To delete an accessory: Tap Remove device. Tip: If you want to use an accessory again with Find Hub, you go to Bluetooth settings. Find your device with Find Hub Find Your Android device's IMEI number To disable the device, your mobile service provider can utilize your device's IMEI number. You can find your device's IMEI number in your phone's settings or with Find Hub. Important: Some devices, like Google Pixel Tablet, don't have IMEI numbers. To locate your device's IMEI with the Find Hub app: Open the Find Hub App . Select the device you want to find it on your screen. Get more help If you can't find your lost or stolen device, learn more about how to secure your Google Account. Post to the help community Get answers from community members You can set up Find Hub so you're prepared in case you lose your device. This feature works for phone, tablet, Wear OS watch, Android XR device, headphones, or something that has a tracker tag attached. If your device is already lost, learn how to find, secure, or erase it. Make sure your device can be found Step 1: Check that you're signed in to a Google Account On your device, open Settings Google. Your account name and email address should be here. Verify your email address. Tip: If you have a tablet, only the tablet's owner can change these settings. Step 2: Check that Location is on Step 3: Check that Find Hub is on Tip: In Android versions 5.0 and lower, you can find the "Find Hub" settings under the "Google Settings" app. Step 4: Find offline devices and devices without power On your device, open Settings. Tap Google All Services (if tabs exist) Find Hub. Tap Find your offline devices. To help you find offline items with Find Hub, if you don't have one, set a PIN, pattern, or password on your Android device. Learn how to set screen lock on your device. By default, your Android device stores encrypted recent locations with Google and participates in the Find Hub network, a crowdsourced network of Android devices that uses end-to-end encrypted location information to help Android users find their lost devices. Off: Your device's encrypted recent locations won't be stored and your Android device won't participate in the network. What happens when you turn off offline finding. Without network: Your device won't participate in the network. You can still locate your offline devices with their encrypted recent locations that were stored when they were online. Offline finding without the network. With network in busy places only: Locate your offline devices with their encrypted recent locations. If you have a PIN, pattern, or password set on your Android Device, the network will help you locate your device in areas like airports or busy footpaths. With network everywhere: Locate your offline devices with their stored and encrypted recent locations. If you have a PIN, pattern, or password set on your Android device, the network will help you locate your device in busy and remote areas. Offline finding everywhere. If the battery runs out or device is off For supported devices, like the Pixel 8 series, if the device runs out of battery or is off, the Find Hub network can still locate the phone for several hours after it's turned off. Set the option to With network in busy places only or With network everywhere. Make sure Bluetooth and Location are turned on when the phone shuts down. Tip: Devices in the network use Bluetooth to scan for nearby items. If you have a PIN, pattern, or password set on your Android device, when others detect your items, they securely send the locations where they detected them to Find Hub. Your Android devices do the same to help others find their offline items when they're detected nearby. How Find Hub processes your data. Instructions for Android 8.0 and lower For Android 8.0 and lower, On your device, open Settings. Tap Google All Services (if tabs exist) Find Hub. Turn Store recent location on. When "Store recent location" is on, your account stores your encrypted recent locations so you can find offline devices and accessories. Step 5: Check if your device is listed on Google Play Step 6: Check that you can find your device Open android.com/find. Sign in to your Google Account. If you have more than one device, at the top of the screen, select your device. Tips: If your device is offline and you have Find your offline devices turned on, then Find Hub can display the location of the device when it was last online based on its encrypted found location. If you have a PIN, pattern, or password set on your Android device, backups help you get back into your account. Learn more about 2-Step Verification and backups. Find, secure, or erase it. Make sure your device can be found Step 7: Install the Find Hub app To manage your devices and find them, install the Find Hub app . Tap Sign In. Tip: If you have a tablet that people share, only the tablet's owner can change these settings. Step 8: Create a 2-Step Verification backup code Important: You can locate your device on . You can also use the Google Find Hub app in Guest Mode with your email and password. If you lose your primary Android device and want to lock or erase it remotely, you must turn on 2-Step Verification. Since your primary Android device could be your method of 2-Step Verification such as a verification code, it's important to have a backup code. If you don't have backup codes or a physical security key, you may need to contact your mobile service provider to order a new SIM. Go to your Google Account. Tap Security & sign-in. Under "How you sign in to Google," tap 2-Step Verification. Tap Backup codes. Learn more about backup codes. If you forget your password, lose your device, or can't sign in for another reason, backups help you get back into your account. Learn more about 2-Step Verification and backups. A physical security key is one of the strongest methods to protect your account. Keep your physical security key in a safe location. If your primary Android device is lost or stolen, you can use the physical key to sign in to . Learn more about security key options. Add headphones or other accessories Add a new accessory Use Fast Pair to connect your accessory with your device. Learn how to use Fast Pair. On your device, you get a prompt to add your headphones to Find Hub. Bluetooth tracker tags are automatically added to Find Hub after pairing is complete. To add the accessory: Tap Add. If you don't want to add the accessory: Tap No thanks. If you miss the notification, follow the steps below to add a previously connected accessory. Find your device. You can use tracker tags to help keep track of and find lost items such as keys, luggage, bikes and more. You shouldn't use tracker tags to track pets or locate stolen items. Acceptable uses for tracker tags. You can locate your lost things with distance and directional guidance with Ultra-wideband (UWB) precision finding. Make sure your tag and phone both support UWB, and UWB is enabled in your phone's Settings app. For the best product experience, be sure your tags are charged. Important: UWB availability and performance varies by tag and device models with Android 13 and up. It is supported on devices including: Pixel 8 series and above (Pro models only) Samsung Galaxy S21 and above (Plus and Ultra models only) Motorola Edge and Razr For UWB troubleshooting questions, contact your tag manufacturer. Add previously connected headphones On your device, open Settings. Tap Connected devices. Select the device. Tap Find then disconnected Add. Tip: You can remove accessories from Find Hub at any time. Remove accessories from Find Hub. Post to the help community Get answers from community members Next: Organize & archive email This guide helps you switch from Outlook to Gmail on computer. If you're switching to Gmail on mobile, or need detailed instructions for troubleshooting, visit these Gmail topics instead. With Gmail, you can choose whether messages are grouped in conversations, or if each email shows up in your inbox separately. Plus, you get powerful AI and search capabilities to help you find messages quickly. 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Learn more at the Gmail Help Center Change the order of messages In Outlook: Use the Filter or Sort menu in your inbox. In Gmail: Set up your inbox to show messages or conversation threads in the order they arrive (Default). Or view starred, unread, or important messages first. You can also change the order from newest to oldest. Learn how On your computer, go to Gmail. Click Settings . Under "Inbox type," select: Default Important first Unread first Starred first Priority Inbox Multiple Inboxes Tip: The settings are also available in the Quick settings sidebar. Click Settings , then scroll to the Inbox type section of the Quick settings sidebar. Learn more at the Gmail Help Center Change the order from newest to oldest Open Gmail. In the message window, point to the numbers above your inbox. These numbers tell you how many messages are on the page and in your inbox. For example, 1-42 of 42 means you're viewing messages 1-42 on the page, and you have 42 messages in your inbox. 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Example: Search for: Senders—Example: From:(sam@your-company.com) Date ranges—Example: after:2019/3/29 before:2019/4/5 Keywords—Example: Company confidential Message attributes, such as attachments—Example: has:attachment Learn more at the Gmail Help Center Get notified of new email In Outlook: Set up desktop alerts. In Gmail: Set up browser alerts. Learn how Open Gmail. At the top right, click Settings See all settings. Scroll down to Desktop notifications and select New mail notifications on or Important mail notifications on (if you use Priority Inbox). Click Save Changes. Learn more at the Gmail Help Center In Outlook: Search the Archive folder. Or, if you're using AutoArchive, open a .pst file. In Gmail: Search All Mail. In Outlook: Go to the Deleted Items folder. Whether you can move or recover deleted items depends on your settings. In Gmail: Search Trash. If you deleted your messages in the last 30 days, you can move them out of your trash. 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