



**SYSTEMAGIC**

DOING IT DIFFERENTLY

**POCKET GUIDE**

# **HOW TO RECOVER AN UNMANAGED GOOGLE ACCOUNT**



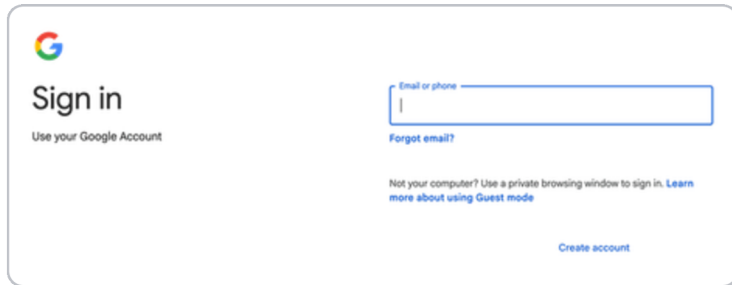
Locked out of a personal, free Google account?

Because it isn't part of Google Workspace, we won't be able to manually recover it for you.

The good news is that Google makes fixing this pretty simple. This guide covers everything you need to know to get back in.

## STEP ONE

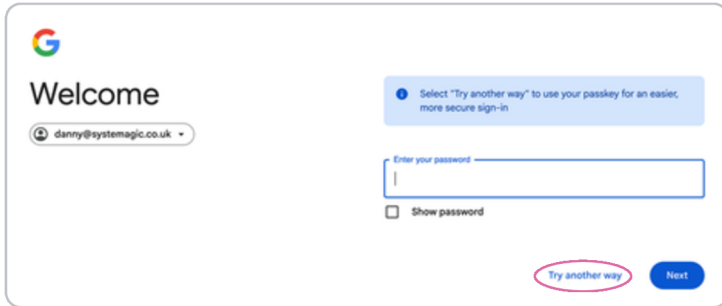
Head to the Google sign in page as usual and enter your email address.

A screenshot of the Google sign-in page. On the left, there is the Google 'G' logo in its multi-colored font. Below the logo, the text 'Sign in' is displayed in a large, bold, black font. Underneath 'Sign in', the text 'Use your Google Account' is shown in a smaller, regular black font. To the right of the text, there is a rectangular input field with a blue border. Above the input field, the text 'Email or phone' is written in a small, blue font. Inside the input field, there is a single vertical line cursor. Below the input field, the text 'Forgot email?' is written in a small, blue font. Further down, there is a line of text: 'Not your computer? Use a private browsing window to sign in, [Learn more about using Guest mode](#)'. At the bottom right of the sign-in area, there is a link that says 'Create account' in a small, blue font.

Then click 'Next'.

## STEP TWO

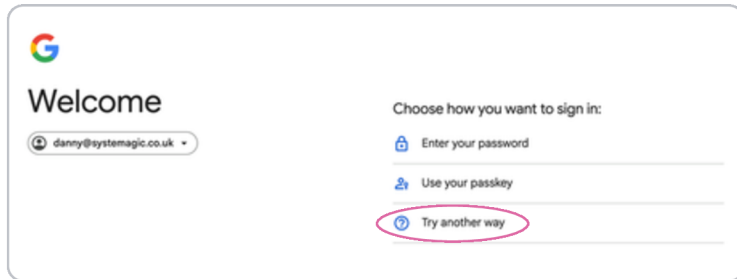
If you cannot remember your password, you will need to click 'Try another way' at the bottom.



The image shows a Google sign-in interface. At the top left is the Google 'G' logo. Below it is the word 'Welcome' in a large, bold font. Under 'Welcome' is a rounded rectangle containing the email address 'danny@systemagic.co.uk' with a small arrow icon to its right. To the right of the email field is a light blue box with a blue information icon and the text: 'Select "Try another way" to use your passkey for an easier, more secure sign-in'. Below this is a password input field with the placeholder text 'Enter your password' and a single character 'l' inside. Below the password field is a checkbox labeled 'Show password'. At the bottom right, there are two buttons: 'Try another way' (which is circled in pink) and 'Next' (which is a solid blue button).

## STEP THREE

Ignore the first two options and select 'Try another way' again.



The image shows a Google sign-in interface. At the top left is the Google 'G' logo. Below it is the word 'Welcome' in a large, bold font. Underneath 'Welcome' is a rounded rectangle containing a person icon and the email address 'danny@systemagic.co.uk' with a dropdown arrow. To the right of this, the text 'Choose how you want to sign in:' is displayed. Below this text are three options, each with an icon and a text label, followed by a horizontal line for input. The first option is 'Enter your password' with a lock icon. The second option is 'Use your passkey' with a person icon. The third option is 'Try another way' with a question mark icon. This third option is circled in pink.

Google logo

Welcome

danny@systemagic.co.uk ▾

Choose how you want to sign in:

- Enter your password
- Use your passkey
- Try another way**

## STEP FOUR

If you have 2FA set up, click 'Yes' on this screen. Then check your device for a popup notification.





### Account recovery

To help keep your account safe, Google wants to make sure it's really you trying to sign in

 danny@systemagic.co.uk



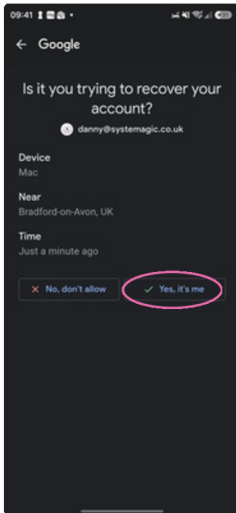
**Do you have your phone?**  
Google will send a notification to your phone to verify it's you

Try another way **Yes**

**IF YOU DO NOT HAVE YOUR PHONE ON YOU, OR 2FA CONFIGURED, PLEASE CLICK 'TRY ANOTHER WAY' AND SKIP TO STEP EIGHT.**

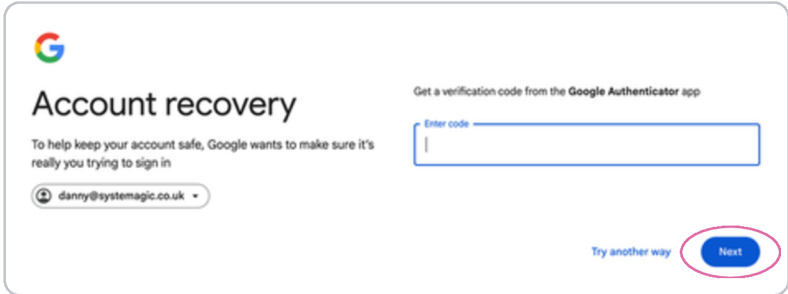
## STEP FIVE

Open the notification on your connected phone and click 'Yes it's me'.



## STEP SIX

You will then be prompted to enter a verification code from your Google Authenticator app.



The screenshot shows the Google Account recovery interface. At the top left is the Google 'G' logo. Below it, the heading 'Account recovery' is displayed. Underneath the heading, a message states: 'To help keep your account safe, Google wants to make sure it's really you trying to sign in'. Below this message is a dropdown menu showing the email address 'danny@systemagic.co.uk'. To the right of the heading, there is a prompt: 'Get a verification code from the Google Authenticator app'. Below this prompt is a text input field with the placeholder text 'Enter code'. At the bottom right of the screen, there is a link that says 'Try another way' and a blue button labeled 'Next'. The 'Next' button is circled in red.

Once you have entered this, click 'Next'.

## STEP SEVEN

You are now successfully authenticated. On this screen, you can update your password, or continue through to your account.



Welcome back

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You can update your password now if you forgot it.

[Update password](#)

[Continue](#)

## STEP EIGHT

At this stage, Google won't be able to authenticate you via their regular process and you will need to go through account recovery.



### Couldn't sign you in

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You didn't provide enough info for Google to be sure this account is really yours. Google asks for this info to keep your account secure.

If possible, when signing in:

- Answer as many questions as you can
- Use a device where you've signed in before

If your account is managed with Family Link, we've sent an email to your parent to change your password.

[More tips to recover your account](#)

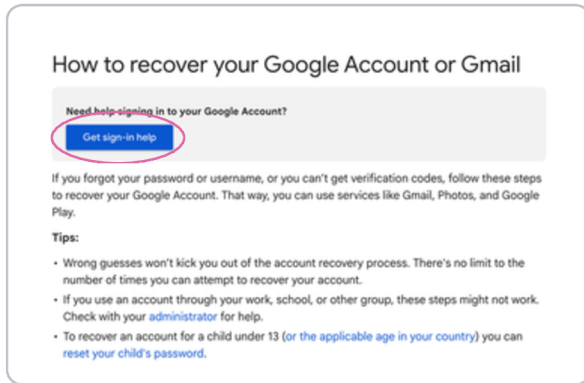
Try again

## STEP NINE

Click on [this link](https://support.google.com/accounts/answer/7682439?hl=en) to open Google Recovery.

If the hyperlink doesn't work, you can copy and paste the link below.

<https://support.google.com/accounts/answer/7682439?hl=en>



On this page, click 'Get sign-in help' and follow the on-screen instructions.