

How To: Chromebook Password Recovery

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IMPORTANT** Password Recovery Setting

- In order to self-manage the password recovery feature **ALL** Chromebook users must add their individual secondary recovery email address and phone number to their *aarpfoundation* Google accounts.
 - The recovery email address and phone number **must be maintained** in Google.
 - Changes to email addresses or phone numbers in the volunteer portal **will not** automatically update Google accounts for Chromebook users.
 - Please do not enter tickets, in the portal, to have a recovery email address added/changed for user accounts **except** in cases where a user has been locked out of their Google account and is unable to recover their account.
- 1) After signing in to the Chromebook, **Open** a new tab by clicking the (+) at the very top of the screen
 - 2) On the top right, click on the **Google Apps** icon (9 dots in the shape of a square). Click on the **Account** icon.
 - 3) From the left menu within the Google account, click on **Security**
 - a) Scroll down to **Ways we can verify it's you**
 - 4) **Update/Add Recovery phone**
 - a) Click the **arrow** next to recovery phone number. Note: you may be prompted to re-enter your password.
 - b) Click the **pencil** in the box labeled Recovery phone number to add or update the recovery phone number.
 - c) Click on **Save**
 - 5) **Update/Add Recovery email**
 - a) Click the **arrow** next to recovery email address. Note: you may be prompted to re-enter your password.
 - b) Click the **pencil** in the box labeled Recovery email to add or update the recovery email address.
 - c) Click on **Save**
 - 6) Close the tab by clicking on the **"X"**