

I'm not a robot































We recommend you: Sign out of the lost or stolen phone. Change your Google Account password. You have several ways you can get back into your account, depending on your circumstances. Use backup options If you've lost access to your primary phone, you can verify it's you with: Sign in from a trusted device If you previously signed in from a device and checked the box next to "Don't ask again on this computer," you might be able to sign in from that device without a second verification step. After you sign in to your Google Account, you can manage your verification methods. Get a new phone from your carrier If you lose your phone, you can ask your carrier to transfer your phone number to a new phone or SIM card. Recover your account Choose the right steps to get back into your account, based on if you set up another second step, like: Verification codes Google prompts Backup codes A backup security key you've added to your account A registered computer where you chose not to be asked for a verification code Important: If you added Advanced Protection to your account, you can only use a backup security key. If you don't have a backup security key, follow the steps to recover your account. Important: 2-Step Verification requires an extra step to prove you own an account. Because of this added security, it can take 3-5 business days for Google to make sure it's you. Follow the steps to recover your account. You'll be asked questions to confirm you own the account. Use these tips to answer as best you can. You may be asked: To enter an email address or phone number where you can be reached. To enter a code sent to your email address or phone number. This code helps make sure you can access that email address or phone number. My passkey was lost or stolen Lost or stolen device On a device you're able to access, sign in to your Google Account. Remove the passkey associated with the lost or stolen device. Learn how to remove a passkey. Missing or unavailable passkey If you have passkeys on your account but aren't offered a passkey during sign-in, make sure that: The device with the passkey has the screen lock enabled. If your device's screen lock is disabled, you can't use the passkey on that device until you enable the screen lock again. The "Skip password when possible" toggle is on in your security settings at myaccount.google.com/security. To sign in to your Google Account without a passkey, tap Try another way to skip the passkey challenge and go back to your earlier sign-in choices. Tip: If you choose "Try another way" often, Google will offer the passkey challenge less frequently in the future to reflect your implied preferences. You can change this by repeatedly signing in with passkeys. Require a security key as your second step If you turn on 2-Step Verification and sign in on an eligible phone, you can get Google prompts. To make a security key your required second step, enroll in Advanced Protection. Revoke lost backup codes If you lost your backup codes, you can revoke them and get new ones. You didn't get a verification code You might have been sent a Google prompt instead. Learn why we recommend Google prompts instead of text message (SMS) verification codes. If we notice something different about how you sign in, like your location, you might not be able to get a verification code through text message. If a text message with a verification code was sent to your phone, make sure your service plan and mobile device supports text message delivery. Delivery speed and availability may vary by location and service provider. Make sure you have adequate internet connection when you try to get your codes. If you get a voice call with a verification code sent to your phone, you get a voicemail if: You can't answer the call. You don't have an adequate internet connection. Tip: If you requested multiple verification codes, only the newest one works. An app doesn't work after you turn on 2-Step Verification When you turn on 2-Step Verification, you may need to sign in to some apps again. Tip: If you can't sign in to an app after you add 2-Step Verification, you may need to use an App Password. Why you shouldn't use Google Voice to get verification codes If you use Google Voice to get verification codes, you could lock yourself out of your account. For example, if you sign out of your Google Voice app, you might need a verification code to get back in. But, because it's sent to your Google Voice, you can't get the code. Work, school, or other organization accounts If you use an account through your work, school, or other group that's protected by 2-Step Verification, and you can't sign in, you can: Use backup options. Contact your administrator. You can't use a second step to sign in Use a device you marked as trusted and go to account recovery. I can't sign in to my backup phone with text messages This can happen when there's something different about how you sign in, like your location. You may need to move to your main phone, or another trusted device, to sign in to your backup phone. Post to the help community Get answers from community members To use the Gemini web app, gemini.google.com, you'll need to sign in with a Google Account. Gemini Apps give you direct access to Google AI. You can get help with writing, planning, learning and more. Learn more about what Gemini is and how it works, generative AI, and how large language models work. Tip: You can also use the Gemini mobile app on some phones. Learn where the Gemini mobile app is available and how to set up the Gemini mobile app. What you need To sign in to Gemini Apps, you need one of the following: A personal Google Account. A work Google Account with a qualifying Workspace edition. You must also be 18 or over. A school Google Account. You must also be 13 (or the applicable age in your country) or over and the service must be enabled by your institution's administrator. Sign in to the Gemini web app Go to gemini.google.com. At the top right, select Sign in. Sign in to your Google Account. Sign out of the Gemini web app Go to gemini.google.com. At the top right, select your Profile picture or initial. Select Sign out. Can't sign in to the Gemini web app If you can't sign in to your Google Account in the Gemini web app, select the message you get below to learn more. Can't access this service Currently, you can use a personal Google Account that you manage on your own, or a work or school account for which your administrator has enabled access to Gemini. You must be 13 (or the applicable age in your country) or over to use Gemini with a personal or school Google Account and 18 or over to use Gemini with a work account. You still can't access the Gemini web app with a Google Account managed by Family Link. If you're a Google Workspace administrator, learn how to enable access to the Gemini. Something went wrong Some people may not be able to access the Gemini web app for a variety of reasons, including location, age, or type of account, among others. If you can't access or use the Gemini web app now, you can try again later. Related resources Post to the help community Get answers from community members

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