

## **Advisory: Steps to Recover Google Account (if your recovery phone and email has been changed)**

## Preparation

To increase your chances of proving ownership, use a device (phone, laptop, or browser) that you have previously used to log into the account. Ensure you are at a familiar location, such as your home or office, and connected to the same Wi-Fi network you used before.

## **Step 1: Account Recovery Process**

1. Visit the Google Account Recovery page (<https://accounts.google.com/signin/recovery>).
2. Enter the affected Gmail address.
3. Enter the last password you remember.
4. If prompted for recovery information you do not recognize, select "Try another way."
5. Continue selecting "Try another way" until you reach **security questions, device/location verification**, or a notice regarding **a waiting period** (typically 24 to 72 hours).

**Important:** If a waiting period is required, wait the full duration and retry from the same device and location.

## Step 2: Immediate Post-Recovery Security

Once access is restored, secure the account immediately:

- Change your password to a long, unique one.
- Review "Recent activity & devices" under Security settings.
- Remove any unfamiliar recovery emails or phone numbers.
- Enable 2-step verification.
- Generate and save backup codes offline.

### **Step 3: Damage Control (if your recovery fails)**

If Google cannot verify you after multiple attempts, you cannot manually deactivate or delete a Gmail account you don't control. Google does not offer phone support or manual identity verification or account deletion without access. In this case, you must:

- **Secure other accounts:** Change passwords and update emails in your banking, social media, financial accounts, and other accounts.
- **Notify contacts:** Warn your contacts to ignore messages from the compromised address, especially requests for money or suspicious links.
- **Monitor for identity theft:** Watch for suspicious activity and consider a credit card freeze if sensitive information was stored in your emails.

## Additional Tips

- Provide the most accurate information possible; approximate dates are acceptable.
- Limit recovery attempts to once per day.
- Avoid using VPNs or incognito mode during this process.