

## IMPORTANT\*\* Password Recovery Setting

All Chromebook users must edit/add their individual secondary recovery email address and add a recovery phone number to their Google accounts in order to make sure they will be able to self-manage the password recovery feature. 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 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.

After signing in to the Chromebook, open a new tab by clicking the (+) at the very top of the screen.

On the top right, click on the dots that are in the shape of a square below the new tab. Select the Account icon.

From the left menu within the Google account, click on Security.

Update/Add Recovery phone number.

Scroll to the bottom and click the arrow next to recovery phone number \*\*you may be prompted to re-enter your password.

Click the pencil in the box labeled Recovery phone number to add or update the recovery phone number.

Update/Add Recovery email address.

Scroll to the bottom and click the arrow next to recovery email \*\*you may be prompted to re-enter your password.

Click the pencil in the box labeled Recovery email to add or update the recovery email address.