

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 regarding email addresses. To add/change password recovery settings there are instructions under the Setting Recovery email and Presentation document. For further assistance contact your site's TC. If you have been locked out of your Google account and are unable to recover your account, the TC can send all the user's information to the TCS. The TCS is the only person authorized to enter tickets to National.

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.

(updated Sept., 2022)

