

Password Update and Recovery Settings

Summary

All Chromebook users are required to update or add their secondary recovery email address and a recovery phone number to their Google accounts. This ensures users can independently manage password recovery.

Please note that changes made in the volunteer portal to email addresses or phone numbers do not automatically sync with Google accounts for Chromebook users; therefore, updates must be performed directly.

For additional assistance, contact your district/site's Technology Coordinator (TC). If you are locked out of your Google account and cannot recover it, your TC may forward your information to the Technology and Communications Specialist (TCS), who is the only individual authorized to escalate tickets to National.

Instructions for Updating Recovery Information:

1.	Sign in to your Chromebook and open a new tab by selecting the (+) icon at the top of the screen
2.	Click on the square-shaped dots located beneath the new tab in the upper right corner and select the Account icon
3.	From the left-hand menu within your Google account, navigate to "Security"
4.	To update or add your recovery phone number, scroll to the bottom, click the arrow beside "Recovery phone number," and enter your password if prompted. Click the pencil icon to modify or add the phone number
5.	To update or add your recovery email address, follow the same procedure: scroll down, click the arrow next to "Recovery email," re-enter your password if prompted, and use the pencil icon to edit or add the address