

PRINTABLE GUIDE

Recover an account through its official route

Most services offer an account-recovery process for forgotten passwords or unavailable sign-in codes. The checks vary and recovery is not always immediate or successful. Start from the genuine service instead of searching for people promising to unlock accounts.

Phone or computer | 2 min read | 5 steps

Before you start

- ☐ Have the account's email address or username.
- ☐ Use a familiar device if possible and have access to recovery email or phone details.

1. Open the genuine sign-in page

Use the service's official app or type its known address. Select Forgot password or the equivalent help option. For Google accounts, follow Google's own account recovery instructions.

- ☐ Done this step

2. Answer the recovery questions

Supply the requested account information as accurately as you can. Follow the service's prompts rather than repeatedly guessing passwords. Familiar devices and locations can help some services recognise you.

- ☐ Done this step

3. Check your recovery route

Look in the recovery inbox, including spam, or check the registered phone. Only enter codes into the genuine recovery page you opened. Do not share them with a caller or unofficial helper.

☐ Done this step

4. Create a new unique password

When permitted, choose a password unused elsewhere and store it securely. If the old password was reused, update other affected accounts through their official pages.

☐ Done this step

5. Review access after recovery

Check recovery details, signed-in devices and two-step verification options. Remove unfamiliar sessions where supported. If recovery fails, use the service's official support and any stated waiting period.

☐ Done this step

Try it for yourself

Check that your recovery email and phone are current while you can still sign in.

☐ I tried the task.

My notes

Can a paid 'account recovery expert' bypass the checks?

Do not give outsiders passwords or codes. Google explicitly warns that it does not work with services claiming to provide account or password support.

Official help and the online guide

Google account recovery guidance - <https://support.google.com/accounts/answer/7682439?hl=en>

Read online: <https://plaintech-guides.pages.dev/guides/recover-an-account-through-its-official-route/>