Setting Up a Recovery Email & Phone Number in my USA Email Address

Google Workspace · https://usa.edu.ph/faqs/setting-up-a-recovery-email-phone-number-in-my-usa-email-address/

Why should I set up a recovery email and phone number?

A recovery email and phone number help you regain access to your Google account if you forget your password or get locked out due to security issues.

How do I add or update my recovery email?

Follow these steps to set up or update your recovery email:

1. Go to Google Account Security.
2. Scroll down to **"How you sign in to Google"** and click Recovery email.
3. Sign in if prompted.
4. Click **Add Recovery Email** or **Edit** to update an existing one.
5. Enter your email and follow the verification process.

How do I add or update my recovery phone number?

To set up or update your recovery phone number:

1. Go to Google Account Security.
2. Scroll down to **"How you sign in to Google"** and select Recovery phone.
3. Sign in if prompted.
4. Click Add Recovery Phone or Edit to update.
5. Enter your phone number and verify it with the code sent via SMS.

What happens if I don’t set up a recovery email or phone?

Without a recovery method, you may have difficulty regaining access if you forget your password or your account is compromised. Google may not be able to verify your identity.

How can I remove a recovery email or phone number?

1. Go to Google Account Security.
2. Click on Recovery email or Recovery phone.
3. Select Remove and confirm your choice.

How can I recover my Gmail account if I forgot my password?

You can reset your password by following these steps:

1. Go to the Google Account Recovery page.
2. Enter your USA email address and click **Next**.
3. Select **Forgot password?**
4. Follow the on-screen instructions to reset your password using your recovery email, phone number, or security questions.

What if I don’t have access to my recovery email or phone number?

If you don’t have access to your recovery options:

1. Click **Try another way** on the recovery page.
2. Google may ask for other verification details, like a previously used password.
3. If prompted, wait for Google’s account review process and follow the instructions.
4. If the problem persists, kindly email us at ithelp@usa.edu.ph to reset your password and create your temporary password.

How can I recover my USA Email if I any encountered issues?

Kindly email us at ithelp@usa.edu.ph to secure and investigate your account. You may also visit our office on the 2nd floor of Dolce Garcia Hall, between the Special Laboratory and Repair Section.