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If you forgot your password or username, or you cant get verification codes, follow these steps to recover your Google Account. That way, you can use services like Gmail, Photos, and Google Play. Tips: Wrong guesses wont kick you out of the account recovery process. There's no limit to the number of times you can attempt to recover your account. If you use an account through your work, school, or other group, these steps might not work. Check with your administrator for help. To recover an account for a child under 13(or the applicable age in your country) you can reset your child's password. Forgot your password Forgot the email address you used to sign in To find your username, follow these steps. You need to know: A phone number or the recovery email address for the account. The full name on your account. Follow the instructions to confirm its your account. You'll find a list of usernames that match your account. Someone else is using your account If you think someone is using your Google Account without your permission, follow the steps to recover a hacked or hijacked Google Account or Gmail. If you have another problem, get help signing in. Recover a deleted Google Account If you recently deleted your Google Account, you can follow the steps to recover your account. Still cant sign in Create a new account If you cant sign in, try these tips for account recovery. If you still cant recover your account, you can create a new Google Account.When you do, you can follow these steps toavoid getting locked out of your Google Account. Avoid account & password recovery services For your security, you can't call Google for help to signinto your account. We dont work with any service that claims to provide account or password support. Do not give out your passwords or verification codes. Post to the help community Get answers from community members Parents in your family group can use Family Link to manage account settings in your child's Google Account. Check your childs Google Account settings As a parent manager on Family Link, you can control various aspects of your childs online experience.Manage your childs Google Play activity with Family Link Manage your childs searches & location settings Edit your childs Google Activity settings Your childs activity is saved to their Google Account. Learn how to control what activity gets saved to your account. If you stop Google from saving your childs activity, some Family Link features and other Google services will stop working. Choose your child's Google Activity settings Open the Family Link app . Select your child. Tap Controls Account settings Privacy settings. Tap Account data settings. Follow the on-screen instructions. Choose whether your child can change their Google Activity settings You and your child can change your Google activity settings. You can also change your settings so only parents can manage activity controls. Open the Family Link app . Select your child. Tap Controls Account settings Privacy settings. Tap Account data settings. From "Activity controls," you can allow your child to change these settings. Tips: Whether or not your child can control their own account settings doesn't change the settings themselves. Its recommended for parents to make sure the settings are correct after they change this control. You can also manage these settings from g.co/YourFamily. Find or delete your child's saved activity Important: If you added supervision to your childs previously existing Google Account, you'll need their help to do this. On your child's device, visit the My Activity page. Search for the app you want to find activity for. To find your childs activity, tap Details. To remove your childs activity, tap Delete . Change your child's name, birthday, or gender Open the Family Link app . Select your child. Tap Controls Account settings. To change your childs information: Tap Name Tap Birthday Tap Gender Based on the updated information, tap Done or Ok. Tips: Whether or not your child can control their own account settings doesn't change the settings themselves. Its recommended for parents to make sure the settings are correct after they change this control. You can also manage these settings from g.co/YourFamily. Change your child's photo Important: This option isn't available if you added supervision after your childs Google Account was created. Open the Family Link app . Select your child. Tap Controls Account Settings Change photo. To change your childs photo, you can select: Tip: To remove your childs photo, tap Remove. Reset your child's password If you change your childs password, they get signed out from their devices. Any supervision settings you turned on won't work until your child signs in again. Open the Family Link app . Select your child. Tap Controls Account settings Change password. Sign in with your Google Account information. Enter a new password. Tap Change. If your child has 2-Step Verification turned on, to confirm the pop-up notification, tap Got it. Tips: Whether or not your child can control their own account settings doesn't change the settings themselves. Its recommended for parents to make sure the settings are correct after they change this control. You can also manage these settings from g.co/YourFamily. 2-StepVerification for your child's account If your child has 2-Step Verification turned on for their account and you change their password, 2-Step Verification gets turned off. After 2-Step Verification is turned off, a notification email is sent to both you and your child. Your child can turn on 2-Step Verification again once they sign in to their account. Learn more about 2-step verification. Delete or undelete your child's Google Account Learn more about how to delete or undelete your child's account. Related resources If you lose an Android device or Wear OS watch, you can find, secure, or erase it remotely. You can also help a friend find, secure, or erase their lost device with the Find Hub app. If you've added a Google Account to your device, Find Hub is automatically turned on. By default, your device is set to the "With network in high-traffic areas only" setting so that it stores encrypted recent locations with Google and helps find offline devices as part of a crowdsourced network of Android devices. To get help from the network finding your items on your Android device, set a PIN, pattern, or password. Your devices most recent location is available to the first account activated on the device. Tip: To find, secure, or erase your Wear OS device, connect it to Wi-Fi or mobile data. Be ready to find a lost Android device. To secure or erase an Android device, make sure the device: Has power Is connected to mobile data or Wi-Fi Is signed in to a Google Account Has Find Hub turned on Is visible on Google Play If you use 2-step Verification, go to 2-step Verification backups. Find, secure, or erase a device remotely Important: If you find your device after you erase it, to use your device again, you need your Google Account password. Learn about device protection.Use the Find Hub app On another Android phone or tablet, open the Find Hub app . Sign in. If your own device is lost: Tap Continue as [your name]. If you're helping a friend: Tap Sign in as guest and let your friend sign in. From the listed devices, select the device you want to locate. The lost device gets a notification. When you manage a Google Account with Family Link, your childs supervised devices automatically appear in the Family devices tab in Find Hub. You may be prompted to provide the lock screen PIN for the Android device you want to locate. This applies to Android 9 or higher. If the device you want to find doesnt use a PIN, or runs Android 8 or lower, you may be prompted for your Google password. On the map, you get information about the devices location. To navigate to a lost device, tap Get directions. Your location is estimated from sources like: GPS. We use satellites to know your location up to around 20 meters. When you're inside buildings or underground, the GPS is sometimes inaccurate. Wi-Fi: The location of nearby Wi-Fi networks helps us know where you are. Cell towers: Your connection to mobile data can be accurate up to a few thousand meters. Learn how to improve your locations accuracy. If the device is within 10 meters, you can get a shape that fills in as you get closer to your device: Tap Find nearby. This may take a few seconds to update. The radius displayed around your location pin is an indication of our confidence in location accuracy. If your devices current location can't be found, you may still find its last known location, if available. Select what you want to do: Play sound: Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate. To play a sound, wireless headphones need to be turned on and earbuds need to be outside the case. Mark as lost: Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or phone number to the lock screen. To delete a device you cant find: Follow the steps to erase, reset, or remove your device. Erase, reset, or remove your device You can delete your device if you cant find it. Important: These steps permanently delete all data on your device, but may not delete SD cards. After the device is erased, its location wont be available in Find Hub. You can use Find Hub on the web, an Android device, or a friends Android device in guest mode: On the device, open the Find Hub app . Select the device or accessory you want to reset or remove. Select Settings. To erase an Android device: Tap Factory reset (device name). To delete an accessory: Tap Remove device. Tip: If you want to use an accessory again with Find Hub, to set it up again on Find Hub, you can go to Bluetooth settings.Find your device with your Wear OS watch Find your Android device's IMEI number To disable the device, your mobile service provider can utilize your device's IMEI number. You can find your device's IMEI number in your phone's settings or with Find Hub. Important: Some devices, like Google Pixel Tablet, dont have IMEI numbers. To locate your device's IMEI with the Find Hub app: Open the Find Hub App . Select the device you want to locate. Tap Settings . To locate your device's IMEI on a web browser: Go to android.com/find. Next to the device, select Settings . Mark an accessory as lost When you mark your accessory as lost, you can leave a phone number, email address, and a message on the lock screen. Your contact information can also be accessed by someone else who identifies your accessory as lost so they can return your device to you. Your accessory will automatically be marked as found once its near the Android device you use to connect your accessory to. Tip: Well also send you a notification once the location has been detected on the Find Hub network.Identify a lost accessory or tracker tag & return it to its owner You can help return someones accessory that theyve marked as lost in the Find Hub app. Unlock the screen of your Android device. For Android 12 or earlier, make sure Location is turned on. Learn how to turn on location. Hold the item to the back of your phone or tablet. If the device owner left contact information or a message, you can find it on your screen. Get more help If you cant find your lost or stolen device, learn more about how to secure your Google Account. Post to the help community Get answers from community members SearchClear searchClose searchGoogle appsMain menu To easily manage and share content across all of your devices and the cloud, use Google's desktop sync client: Drive for desktop. If you edit, delete or move a file on the Cloud, the same change happens on your computer and devices, and vice versa. In this way, your files are always up to date and can be accessed from any device. You can use Drive for desktop to: Open files stored on the Cloud directly on your computer. Find and organize your files in your computers file system without using storage space. Sync folders from your computer to Google Drive. When you sync, your files download from the cloud and upload from your computers hard drive. After you sync, your computer's files match those in the cloud. Your files stay up to date and accessible, any change you make applies across devices. Save files and folders for offline use. This includes files from shared drives. Collaborate on Microsoft Office files in real time. If you use Outlook on Windows with a work or school account, send and save files with Microsoft Outlook. Important: Before you start, check that your operating system is compatible with Drive for desktop. Download Drive for desktop: DOWNLOAD FOR WINDOWS Open "GoogleDriveSetup.exe." Follow the on-screen instructions. Tip: If you use a work or school account, you might not be able to use Drive for desktop or your organization might have to install it for you. If you have questions, ask your administrator. On Drive for desktop, at the bottom right, in the system tray, you can find the Drive for desktop menu . Tip: To Show hidden icons, click the arrow. To make it easier to find Drive for desktop when it's closed, you can pin it. To add Drive to the Start menu: In your Start menu, right click Drive Pin to Start. To add Drive to the taskbar: In your Start menu, right click Drive Pin to Taskbar. Important: Before you start, check that your operating system is compatible with Drive for desktop. Download Drive for desktop: DOWNLOAD FOR MAC Open GoogleDrive.dmg. Follow the on-screen instructions. Tip: If you use a work or school account, you might not be able to use Drive for desktop. Your organization must install it for you. If you have questions, ask your administrator. On Drive for desktop, at the top right, in the menu bar, you can find the Drive for desktop menu . To make it easier to find Drive for desktop when it's closed, you can pin it. To add Drive to your Dock: In the Applications folder, drag the Drive app to the left side of the recently used apps separator line. Sign in to Drive for desktop Sync files and folders to Drive for Desktop For this same video with audio descriptions, go to Sync files and folders to Drive for Desktop. When you first open Drive for desktop, you receive a notification Google Drive would like to start syncing. Click OK. On your computer, open Drive for desktop . You can sync files from your computer to Google Drive and backup to Google Photos. On your computer, open Drive for desktop . Click Settings Preferences. On the left, click Folders from your computer. Select an option: Sync with Google Drive: Files you change in the synced folder reflect on Drive. Drive changes reflect on your computer. Synced folders shows under "Computers." Back up Google Photos: Only photos and videos upload. Photos or videos you delete in one place dont delete in another. Edits upload as new images. You can find your photos and videos from any device online or on the Google Photos mobile app. Use Drive for desktop with macOS Sync to Google Drive & Google Photos Important: If you only store photos and videos, we recommend you backup to Google Photos. If you store your files in photos and videos, they upload twice and use more of your Google storage. Network Attached Storage (NAS) only supports backups to Google Photos. Important: If you have multiple Apple Photos libraries, only the System Photo Library syncs to Google Photos. You can sync all Apple Photos libraries in Drive. If you sync an Apple Photos library with Drive, everything syncs. We do not recommend you make changes to these files from another computer or in the cloud as it can corrupt your library. Your System Photo Library is the only library that works with iCloud Photos, Shared Albums, and My Photo Stream. If you only have one photo library, then it's the System Photo Library. Otherwise, the first photo library that you create or open in Photos is your System Photo Library. When you download photos and videos from your iCloud and upload them to Google Photos, it temporarily uses your Hard drive space. Learn more about backing up photos & videos. Access your files when they're synced On your computer, click your name Google Drive . You can find several options based on your Drive usage: My Drive: Contains your own personal files and folders. Shared Drives: Contains files and folders others share with you. Other Computers: Displays files synced from other computers connected to your Google Account. Double click the file you want to open. Files created in Google Docs, Sheets, Slides, or Forms open in your web browser. Other files, like Word docs or .pdf files, open in their default programs on your computer. Tip: If your Drive and "My Drive" folder is empty, you cant find the "Shared Drives" or "Other Computers" views. Customize your Drive for desktop settings Improve your Drive for desktop experience with Advanced Settings. You can: Customize sync preferences. Enable or disable real-time presence with Microsoft Office. Customize Google Photos settings. Customize general settings, such as automatic launch, hotkeys, and proxy settings. Learn how to customize you Drive for desktop settings. Open files & folders offline Search for your Drive files To find your files in Drive, search in Drive for desktop. When you search in Drive for desktop, rather than in Windows Search or macOS Spotlight, it ensures that your search includes all files from the Drive streaming location. On your computer, open Drive for desktop . Click Search . Enter your search terms. Tip: You can use the same advanced searches as in Drive web. Open your file. If the file is on your computer, it opens with the associated application. Otherwise, it opens in Drive web. Tip: To open the search window you can also use the search hotkey combination. Work on MS Outlook & Office files Mirroring My Drive Mirroring and streaming are two ways to sync your files. Folders from your computer can only be mirrored. Shared drives and other computers can only be streamed. My Drive can either be mirrored or streamed. When Drive for desktop is installed, the My Drive folder is streamed. You can update your preferences and choose to mirror or stream My Drive after installation. Learn about streaming and mirroring options with Drive for desktop. Learn how to find and fix errors in Drive for desktop In Drive for desktop, under Activity, a Some errors occurred banner displays. To display the list of errors, you can either: Click the link in the banner. Click Settings Error list. Learn more about how to fix errors. Related resources SearchClear searchClose searchGoogle appsMain menu

How to find the lower quartile of a set of numbers. How to find lower and upper quartiles. How to find the lower quartile from a list of numbers. How to find lower quartile with 6 numbers.

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