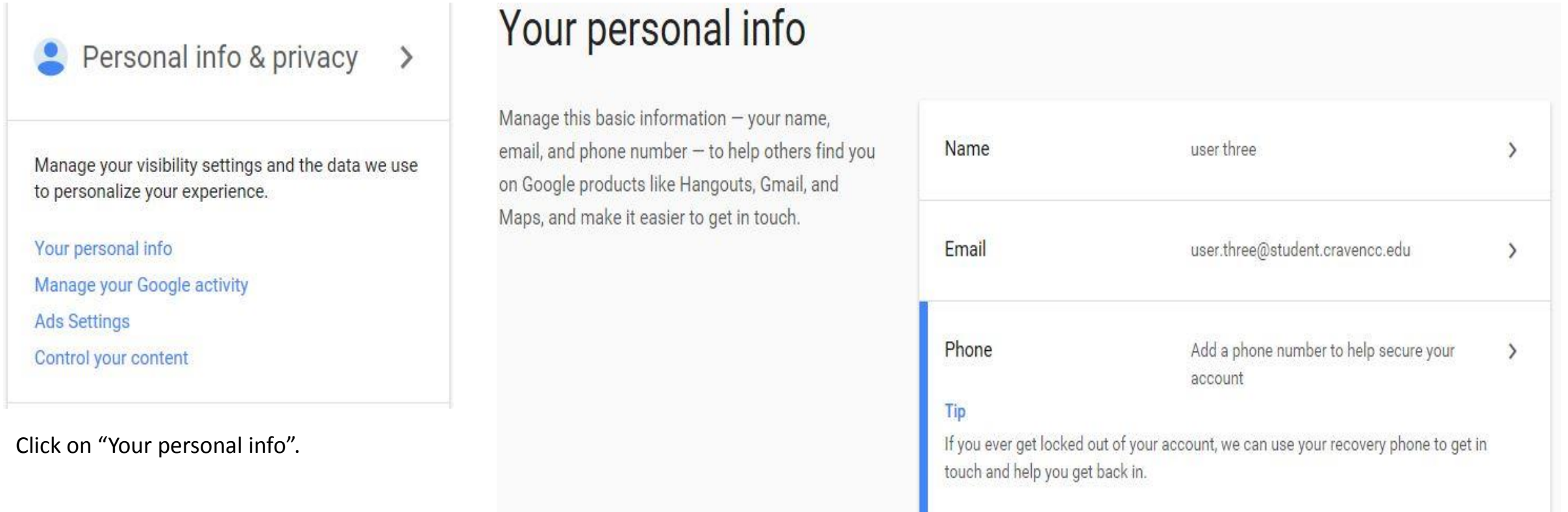


EXISTING STUDENT SETTING UP SELF PASSWORD RECOVERY

Login to your student gmail account. Open your account profile by clicking on your initial.



The screenshot shows the Google Account settings interface. On the left is a navigation menu with a profile icon and the text 'Personal info & privacy >'. Below this are links for 'Your personal info', 'Manage your Google activity', 'Ads Settings', and 'Control your content'. The main content area is titled 'Your personal info' and contains a descriptive paragraph: 'Manage this basic information – your name, email, and phone number – to help others find you on Google products like Hangouts, Gmail, and Maps, and make it easier to get in touch.' To the right of this text is a table with three rows: 'Name' with the value 'user three', 'Email' with the value 'user.three@student.cravenc.edu', and 'Phone' with the value 'Add a phone number to help secure your account'. Each row has a right-pointing arrow. Below the table is a 'Tip' section with the text: 'If you ever get locked out of your account, we can use your recovery phone to get in touch and help you get back in.'

| | | |
|-------|--|---|
| Name | user three | > |
| Email | user.three@student.cravenc.edu | > |
| Phone | Add a phone number to help secure your account | > |

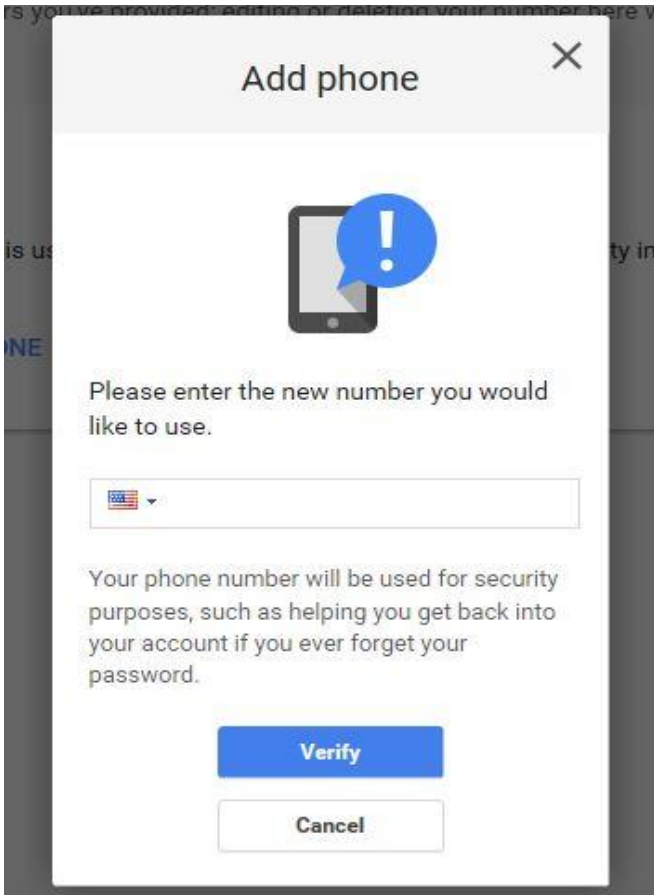
Tip
If you ever get locked out of your account, we can use your recovery phone to get in touch and help you get back in.

Click on “Your personal info”.

Click on the arrow in Phone to enter a recovery phone number (next slide).

Click on the arrow in Email to enter a recovery email (see slide 3).

EXISTING STUDENT ADD PHONE FOR SELF PASSWORD RECOVERY



Add phone

Please enter the new number you would like to use.

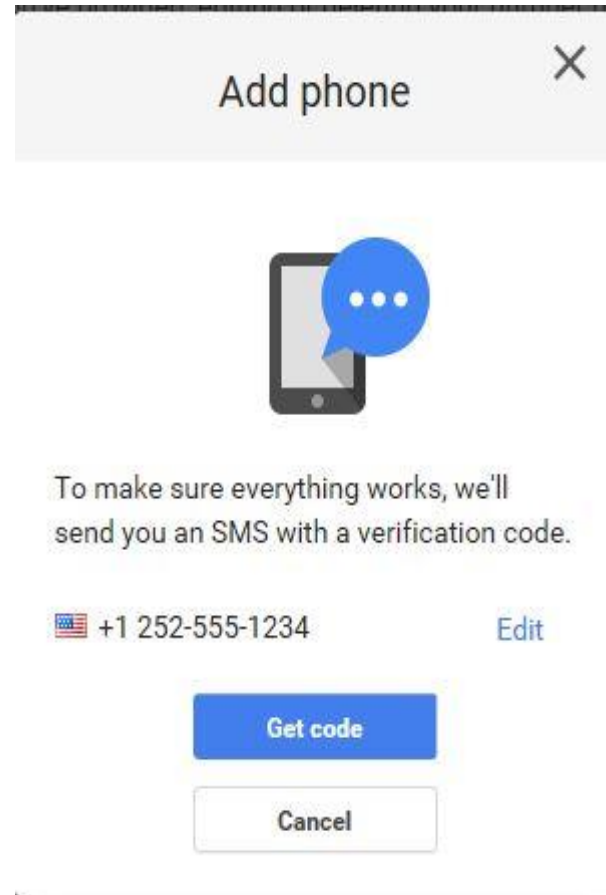
Your phone number will be used for security purposes, such as helping you get back into your account if you ever forget your password.

Verify

Cancel

Enter your recovery phone number.
Then click verify.

Remember, this phone number has to
be able to accept texts.



Add phone

To make sure everything works, we'll send you an SMS with a verification code.

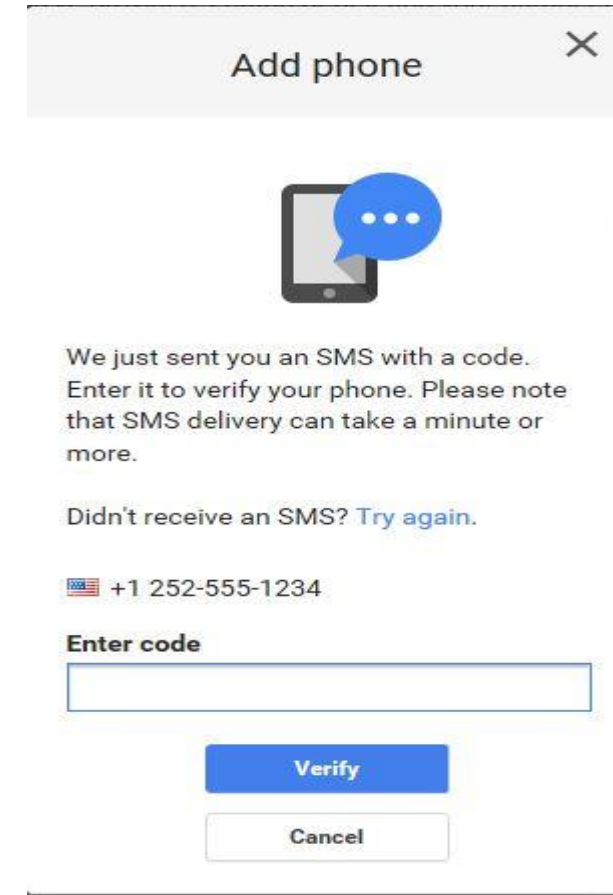
+1 252-555-1234 [Edit](#)

Get code

Cancel

Click get code.

The code will be sent via SMS to the
phone number entered in the previous
step. This may take a minute or more.



Add phone

We just sent you an SMS with a code. Enter it to verify your phone. Please note that SMS delivery can take a minute or more.

Didn't receive an SMS? [Try again.](#)

+1 252-555-1234

Enter code

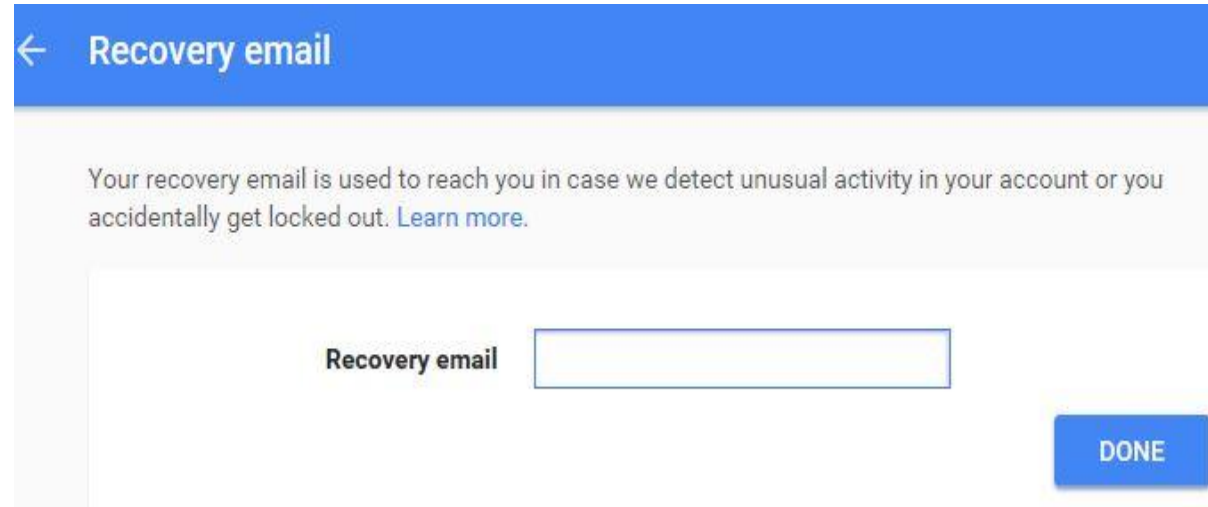
Verify

Cancel

Enter the code from the text message.
Click verify.

You have finished setting up your self
recovery phone. Continue for
instructions on how to set up Email self
recovery.

EXISTING STUDENT ADD EMAIL FOR SELF PASSWORD RECOVERY



← Recovery email

Your recovery email is used to reach you in case we detect unusual activity in your account or you accidentally get locked out. [Learn more.](#)

Recovery email

DONE

Enter a recovery email address that is different than your student email address that you have access to. Then click done. You will be taken back to your account personal info page.

Remember, this Email address has to be different from your student gmail address.