



## COMMUNITY WORKSHOP SERIES

DIGITAL LITERACY FOR ALL LEARNERS

A PARTNERSHIP WITH UNC SILS AND LOCAL LIBRARIES

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## PASSWORD RECOVERY: GMAIL AND YAHOO

*If you are taking the Email Basics Class, this handout is intended to assist you in recovering passwords for accounts that you have already created.*

### **Forgotten Password: Gmail**

*This process requires access to a cell phone. If you cannot access your cell phone, the instructor will give you a practice account to use in tonight's class.*

1. Go to Gmail.com and click on “Need Help?” under the sign in area.
2. Choose “I don’t know my password.” When you click on this, a box will appear asking you to put in your email address. Put in your email address and click “Continue.”
  - a. *NOTE: If you do not know your email address, please see the section in this handout titled “Forgotten Email Address: Gmail.”*
3. A box will appear asking you to enter the last password that you remember. Enter a password if you can remember one; otherwise click “I don’t know.”
4. If you remembered a password, Gmail will ask you to verify your cell phone number. They will then send you a text message with steps to recover your password.
  - a. If you do not have cell phone access, there are other recovery options. Click “I can’t access my phone” and follow the instructions.

### **Forgotten Email Address: Gmail**

*This process requires access to a cell phone or an alternate email address. If you cannot access your cell phone or an alternate email address, the instructor will give you a practice account to use in tonight's class.*

1. Go to Gmail.com and click on “Need Help?” under the sign in area.
2. Choose “I don’t know my username” and click “Continue.”

3. You can choose “Enter your recovery email address” if you have a backup email account registered with Gmail. If you do not have a backup account registered with Gmail, click “Enter your recovery phone number.”
4. Gmail will ask you to verify your cell phone number. They will then send you a text message with steps to recover your password. You will also be required to enter the name associated with the account.

### **Forgotten Password: Yahoo**

*This process requires access to a cell phone. If you cannot access your cell phone, the instructor will give you a practice account to use in tonight’s class.*

1. Go to Yahoo.com and click on “Mail” in the upper right corner.
2. Click on “I can’t access my account,” located under the purple sign in button.
3. Choose “I have a problem with my password or I am not able to receive a password on my phone.” When you click on this, a box will appear asking you to put in your email address (called a Yahoo ID). Put in your email address and click “Next.”
  - a. *NOTE: If you do not know your email address, please see the section in this handout titled “Forgotten Email Address: Yahoo.”*
4. Yahoo will ask you to verify your cell phone number. They will then send you a text message with steps to recover your password.

### **Forgotten Email Address: Yahoo**

*This process requires access to a cell phone or an alternate email address. If you cannot access your cell phone or an alternate email address, the instructor will give you a practice account to use in tonight’s class.*

1. Go to Yahoo.com and click on “Mail” in the upper right corner.
2. Click on “I can’t access my account,” located under the purple sign in button.
3. Click on “I forgot my Yahoo! ID” (a Yahoo ID is the same thing as an email address) and click “Next.”
4. Gmail will ask you to enter an alternate email address or a phone number. Enter one of those and click “Next,” then follow the instructions.

NOTE: Images and screen captures may differ from those seen on another system.



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