



STANDARD OPERATING PROCEDURE

How to reset password in Google Apps Email

Abstract

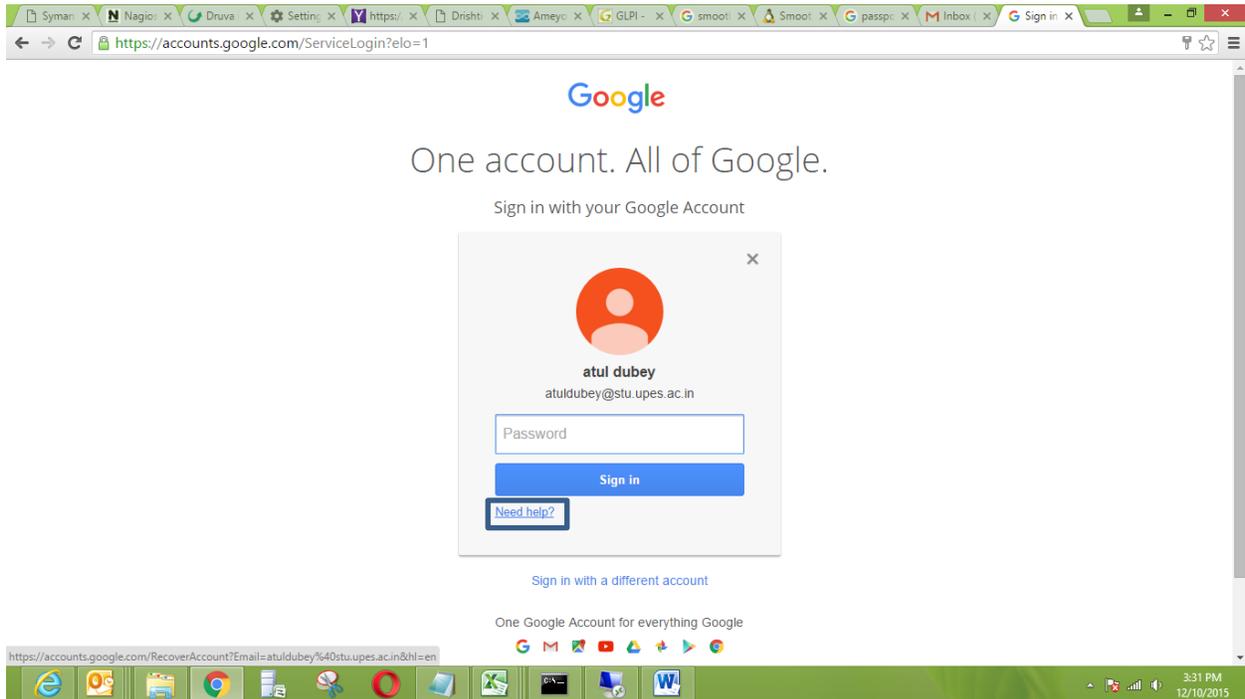
The objective of this document is to list down the steps to reset the password of Google Apps which is used by the students of UPES for their email solution

Standard Operating Procedure

How to reset the password of Google Apps Email

Reset the Password of Google Apps Mail Account

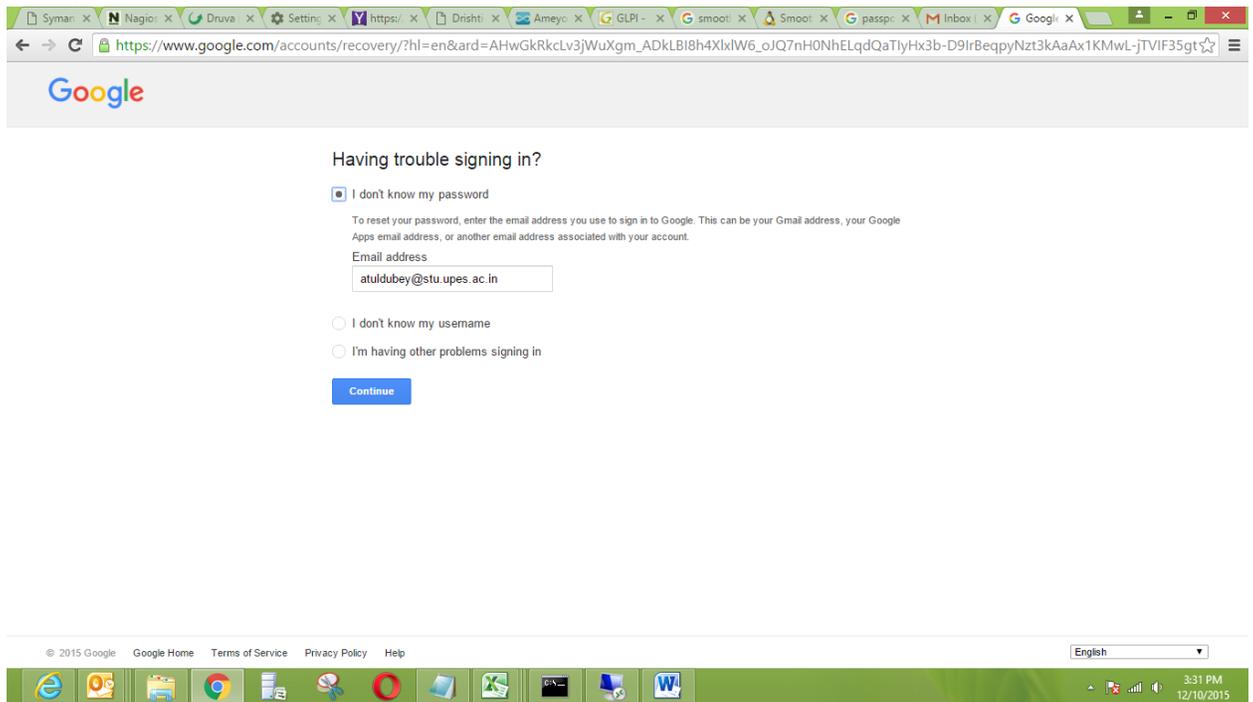
1. Click on Need help ?



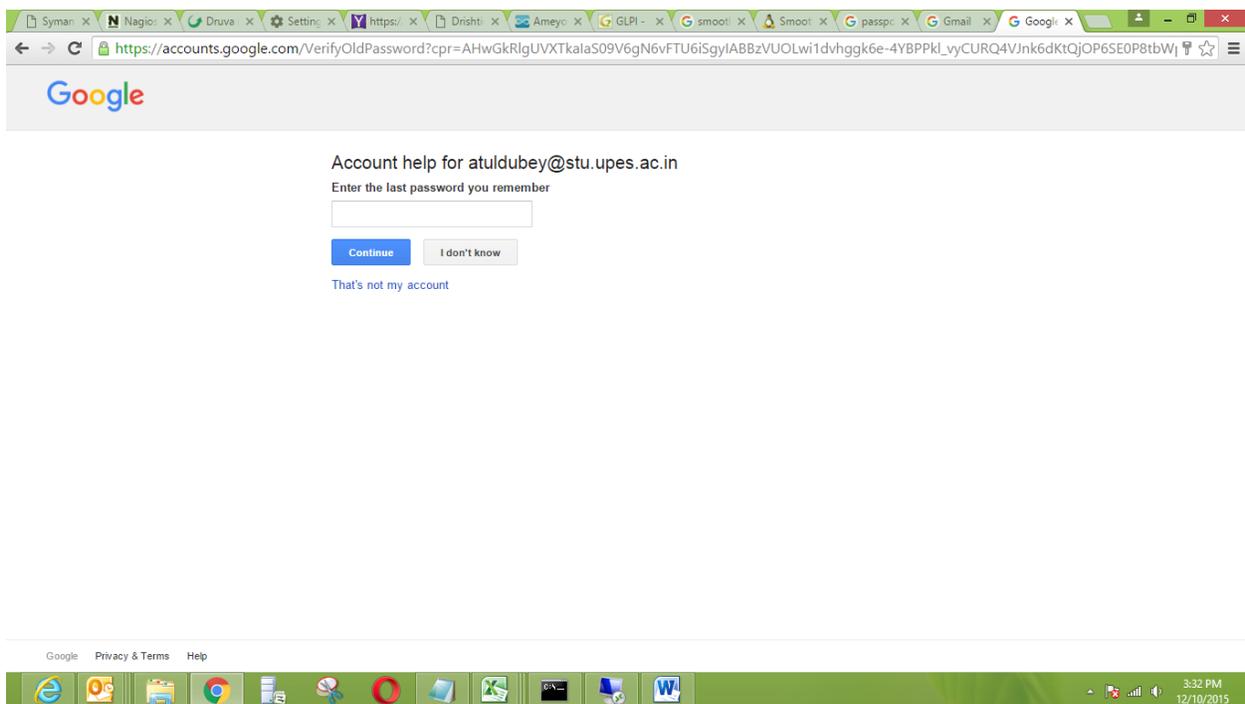
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2. Check I don't know my password radio button and click continue.



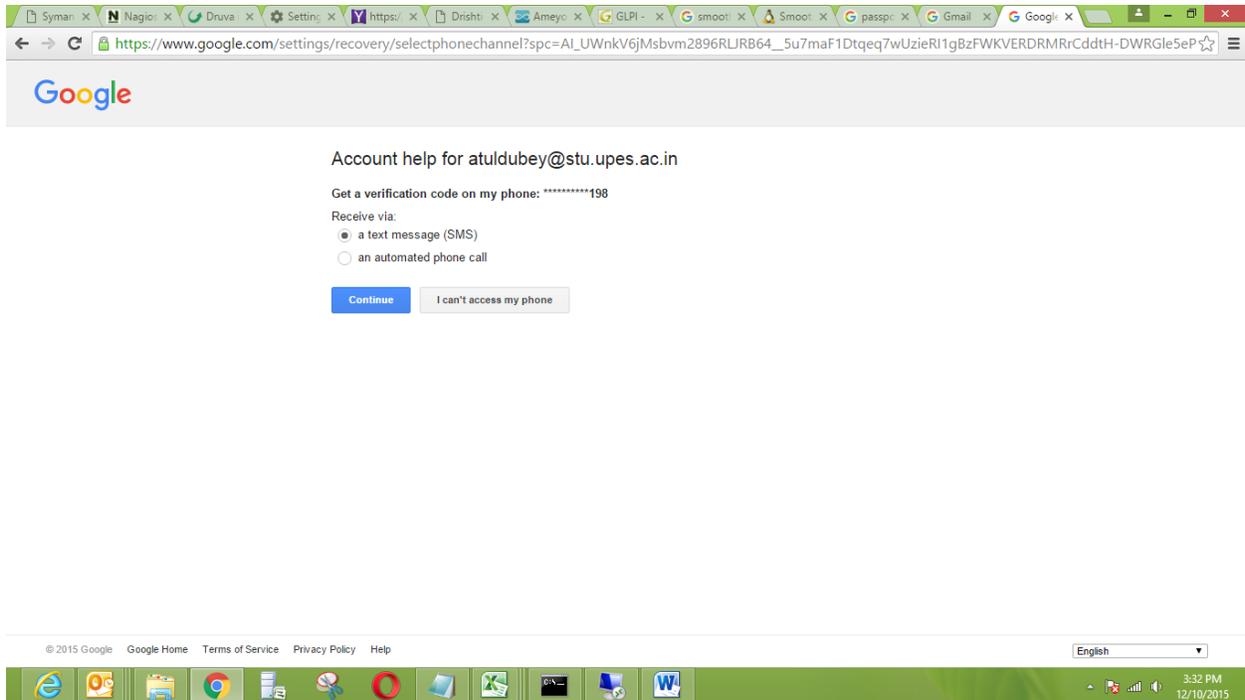
3. Click on I don't know.



4. Click on continue button.

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How to reset the password of Google Apps Email



Account help for atuldubey@stu.upes.ac.in

Get a verification code on my phone: *****198

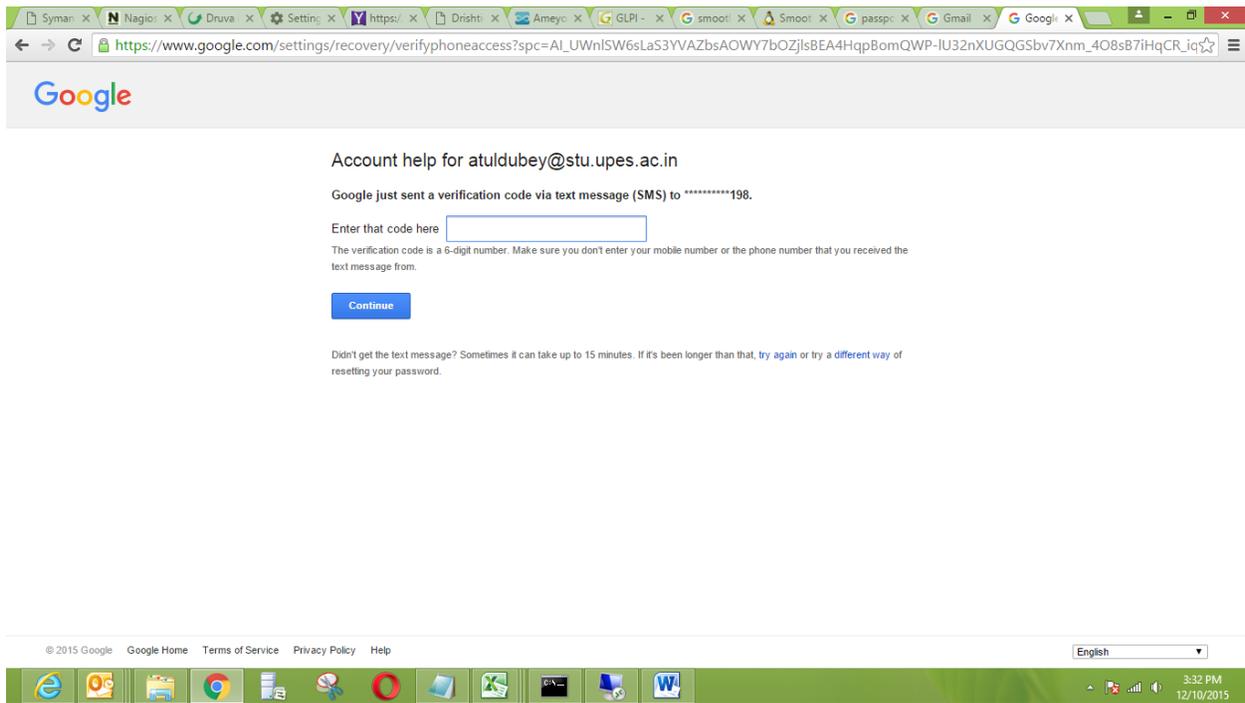
Receive via:

- a text message (SMS)
- an automated phone call

[Continue](#) [I can't access my phone](#)

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5. Enter the 6 digit number which you received on your mobile.



Account help for atuldubey@stu.upes.ac.in

Google just sent a verification code via text message (SMS) to *****198.

Enter that code here

The verification code is a 6-digit number. Make sure you don't enter your mobile number or the phone number that you received the text message from.

[Continue](#)

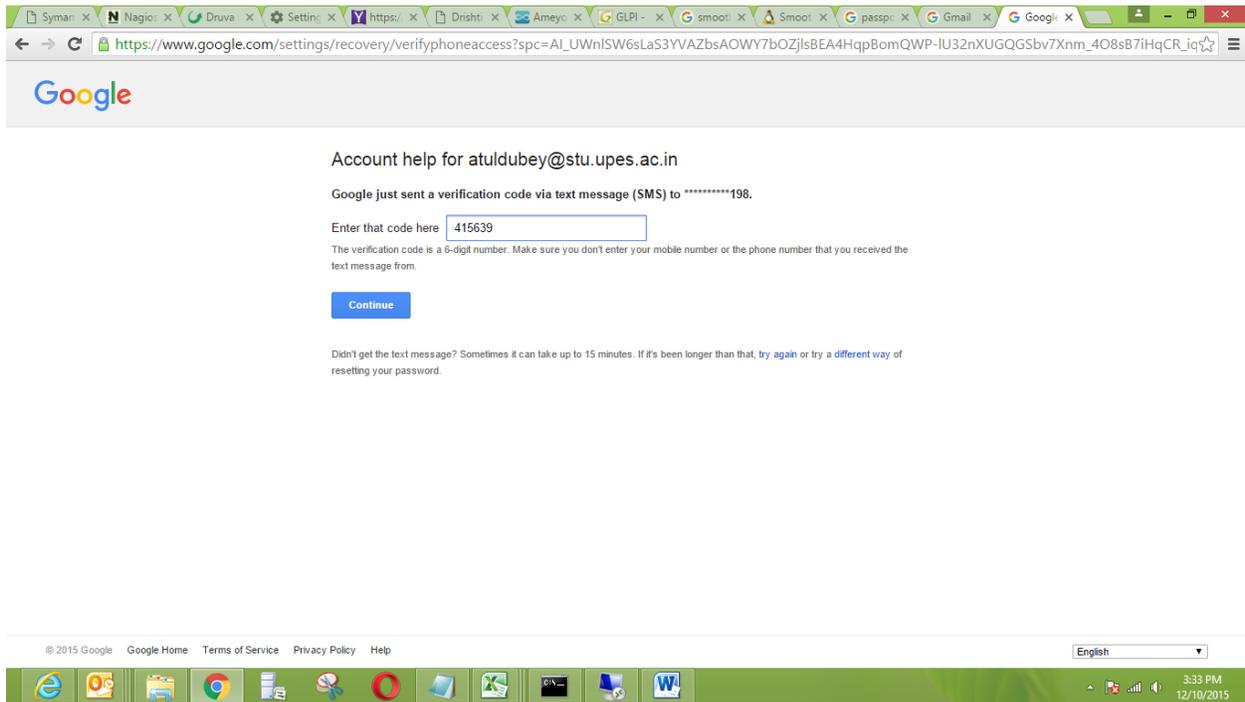
Didn't get the text message? Sometimes it can take up to 15 minutes. If it's been longer than that, [try again](#) or try a [different way](#) of resetting your password.

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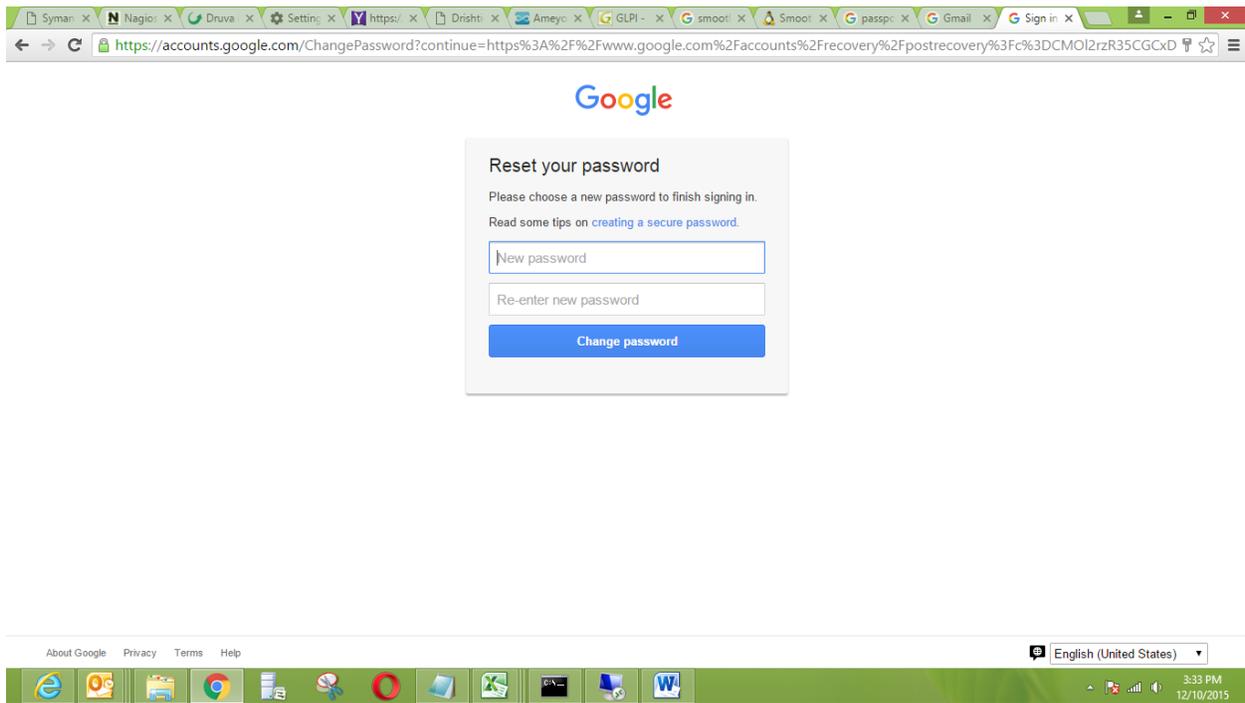
How to reset the password of Google Apps Email

6. Click on Continue.



The screenshot shows a web browser window with the URL https://www.google.com/settings/recovery/verifyphoneaccess?spc=ALUWnlSW6sLaS3YVAZbsAOWY7bOZjlsBEA4HqpBomQWP-IU32nXUGQGSbv7Xnm_4O8sB7iHqCR_iq. The page title is "Account help for atuldebey@stu.upes.ac.in". Below the title, it says "Google just sent a verification code via text message (SMS) to *****198." There is a text input field labeled "Enter that code here" containing the number "415639". Below the input field, there is a "Continue" button. At the bottom of the page, there is a footer with "© 2015 Google" and links for "Google Home", "Terms of Service", "Privacy Policy", and "Help". The system tray at the bottom shows the time as 3:33 PM on 12/10/2015.

7. Enter your new password and confirm password. Click on change password.



The screenshot shows a web browser window with the URL <https://accounts.google.com/ChangePassword?continue=https%3A%2F%2Fwww.google.com%2Faccounts%2Frecovery%2Fpostrecovery%3F%3DCMOI2rzR35CGcxD>. The page title is "Reset your password". Below the title, it says "Please choose a new password to finish signing in." and "Read some tips on creating a secure password." There are two text input fields: "New password" and "Re-enter new password". Below the input fields, there is a "Change password" button. At the bottom of the page, there is a footer with "About Google", "Privacy", "Terms", and "Help". The system tray at the bottom shows the time as 3:33 PM on 12/10/2015.

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8. Now password has successfully changed.

