



STANDARD OPERATING PROCEDURE

How to reset password in Google Apps Email

Abstract

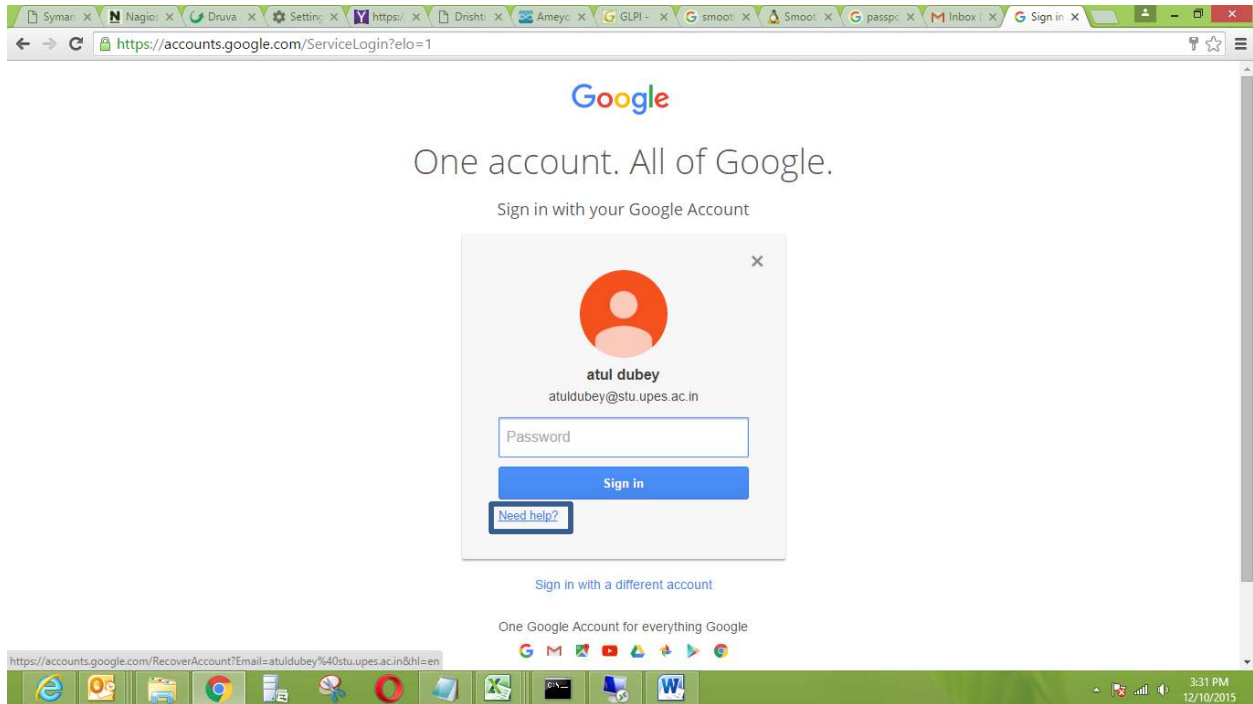
The objective of this document is to list down the steps to reset the password of Google Apps which is used by the students of UPES for their email solution

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 ?



Standard Operating Procedure

How to reset the password of Google Apps Email

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

Having trouble signing in?

I don't know my password

To reset your password, enter the email address you use to sign in to Google. This can be your Gmail address, your Google Apps email address, or another email address associated with your account.

Email address
atuldubey@stu.upes.ac.in

I don't know my username

I'm having other problems signing in

[Continue](#)

© 2015 Google Google Home Terms of Service Privacy Policy Help English

3. Click on I don't know.

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

Enter the last password you remember

[Continue](#) [I don't know](#)

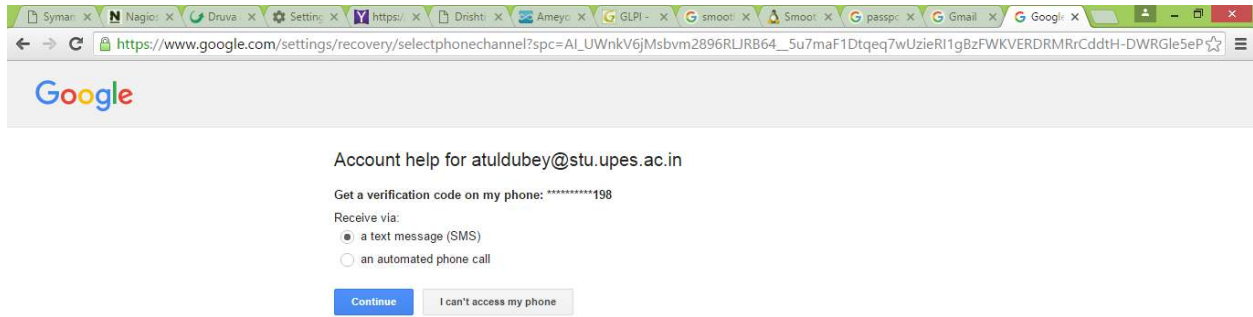
[That's not my account](#)

Google Privacy & Terms Help

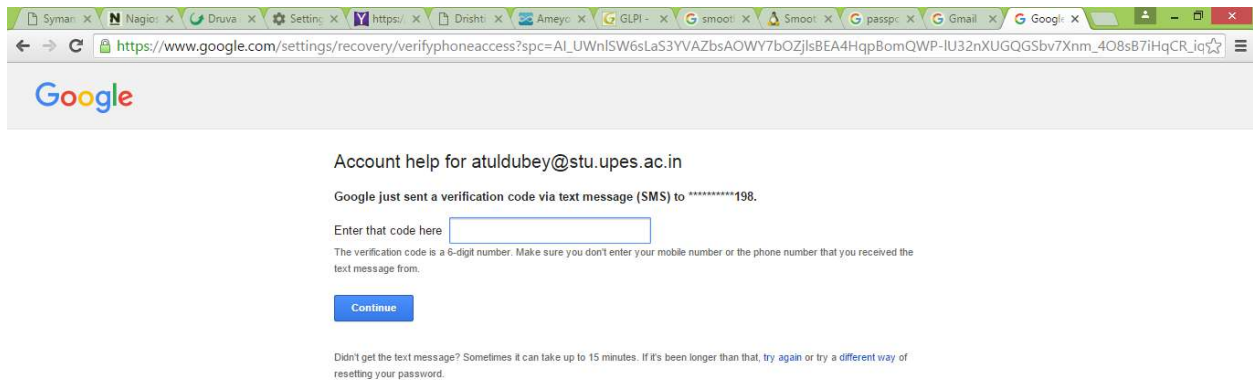
4. Click on continue button.

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How to reset the password of Google Apps Email



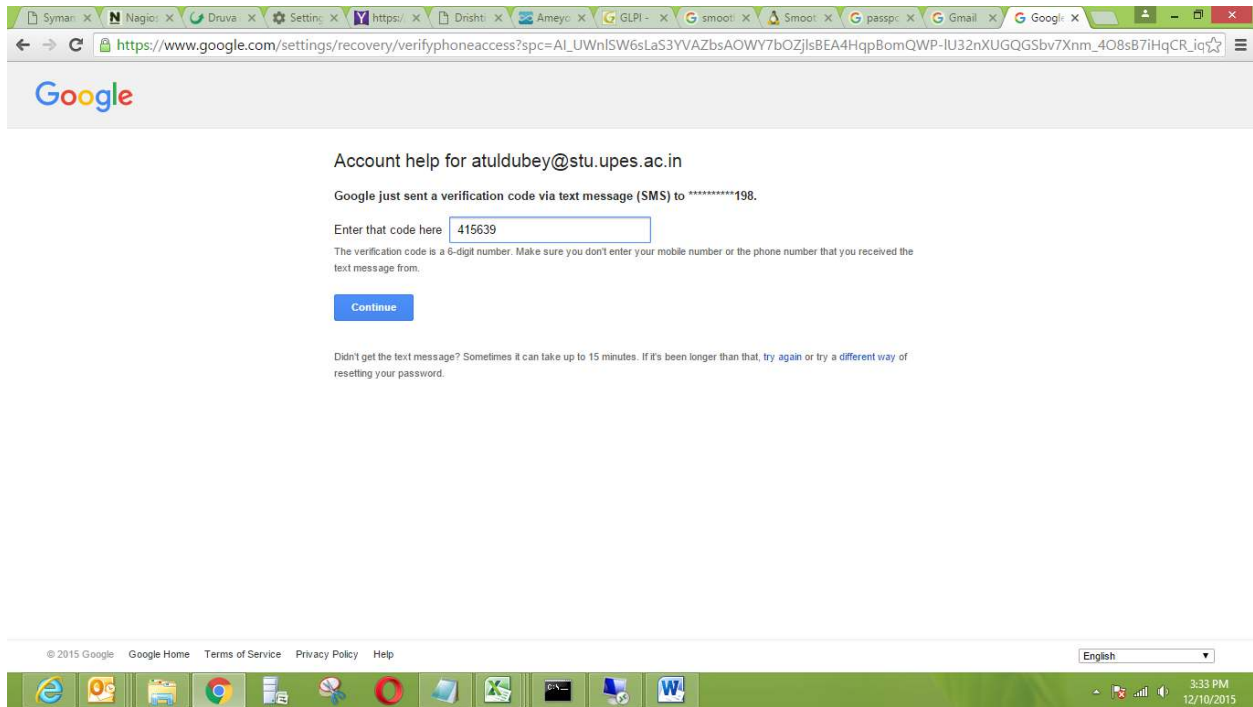
5. Enter the 6 digit number which you received on your mobile.



Standard Operating Procedure

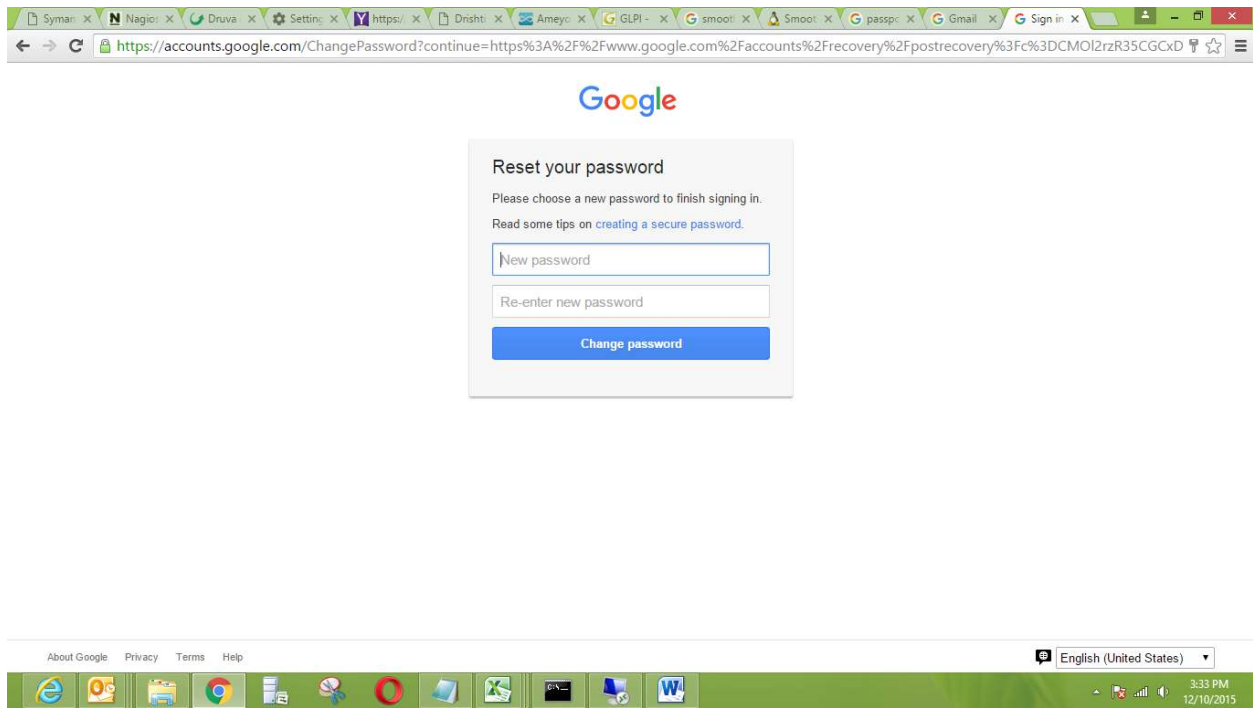
How to reset the password of Google Apps Email

6. Click on Continue.



The screenshot shows a web browser window with the URL https://www.google.com/settings/recovery/verifyphoneaccess?spc=ALUWnISW6sLaS3YVAZbsAOWY7bOZjlsBEA4HqpBomQWP-IU32nXUGQGSbv7Xnm_4O8sB7iHqCR_lq. The page title is "Account help for atuldubey@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 browser's taskbar shows various application icons and the system tray displays 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 browser's taskbar shows various application icons and the system tray displays the time as 3:33 PM on 12/10/2015.

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8. Now password has successfully changed.

