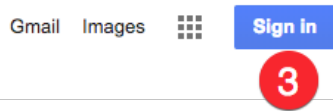
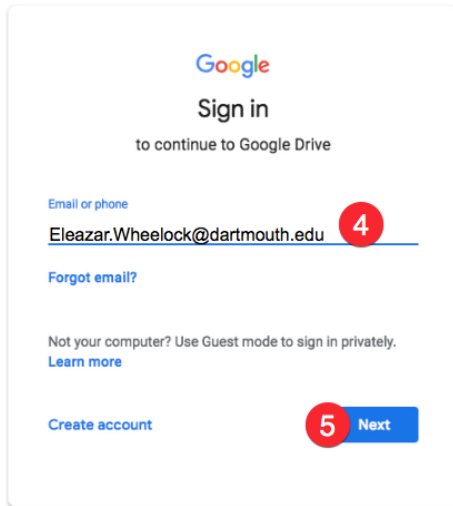


Navigating a Forgotten Password when Resolve a Conflicting Google Account

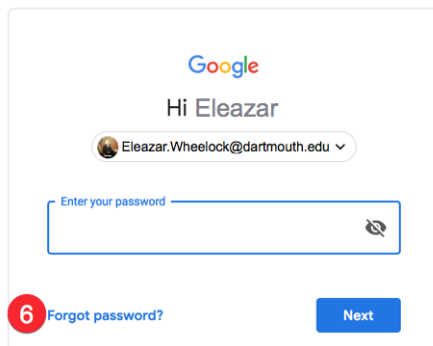
1. Open the Chrome browser on your computer.
Note: Chrome is the preferred browser to complete this process. [Download the Chrome browser](#).
2. Enter <https://www.google.com/> in the address field to go to the Google homepage.
3. On the resulting page, select the **[Sign In]** at the top right corner of the page.



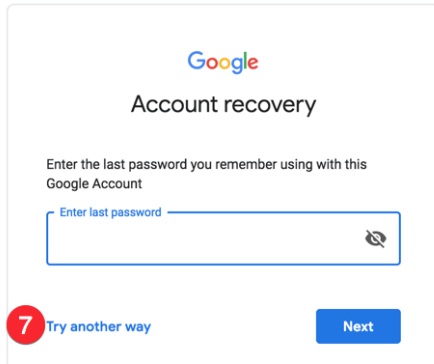
4. On the **Sign In screen**, enter your canonical **@Dartmouth.edu** email address.
Example: Eleazar.Wheelock@Dartmouth.Edu

A screenshot of the Google Sign in screen. The Google logo is at the top, followed by 'Sign in' and 'to continue to Google Drive'. Below is a text input field labeled 'Email or phone' containing the email address 'Eleazar.Wheelock@dartmouth.edu'. A red circle with the number '4' is overlaid on the email input field. Below the input field are links for 'Forgot email?' and 'Not your computer? Use Guest mode to sign in privately. Learn more'. At the bottom left is a link for 'Create account' and at the bottom right is a blue 'Next' button with a red circle containing the number '5' overlaid on it.

5. Click **[Next]** to advance to the next prompt.
6. When prompted to Enter your password, select **Forgot password?**

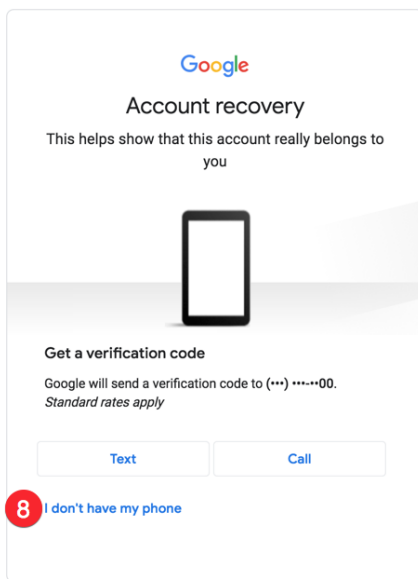
A screenshot of the Google password entry screen. It shows the Google logo, 'Hi Eleazar', and a dropdown menu with the email address 'Eleazar.Wheelock@dartmouth.edu'. Below is a password input field labeled 'Enter your password'. At the bottom left is a link for 'Forgot password?' with a red circle containing the number '6' overlaid on it. At the bottom right is a blue 'Next' button.

7. When prompted to Enter last password, select **Try another way**.



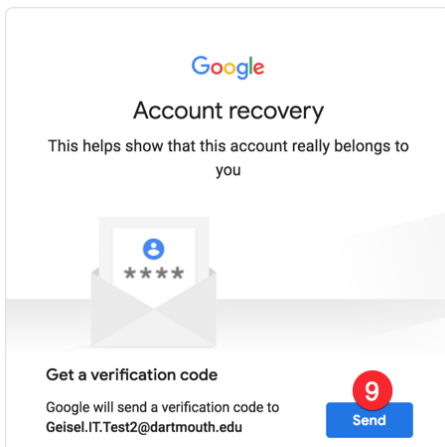
The screenshot shows the Google Account recovery interface. At the top is the Google logo and the text "Account recovery". Below this, it says "Enter the last password you remember using with this Google Account". There is a text input field with the placeholder "Enter last password" and a small eye icon to toggle visibility. At the bottom left, there is a red circle with the number "7" and the text "Try another way". To the right of this is a blue button labeled "Next".

8. When prompted to Get a verification code sent to your phone, select **I don't have my phone**.



The screenshot shows the Google Account recovery interface. At the top is the Google logo and the text "Account recovery". Below this, it says "This helps show that this account really belongs to you". In the center is an illustration of a smartphone. Below the phone, it says "Get a verification code" and "Google will send a verification code to (**) *****00. Standard rates apply". There are two buttons: "Text" and "Call". At the bottom left, there is a red circle with the number "8" and the text "I don't have my phone".

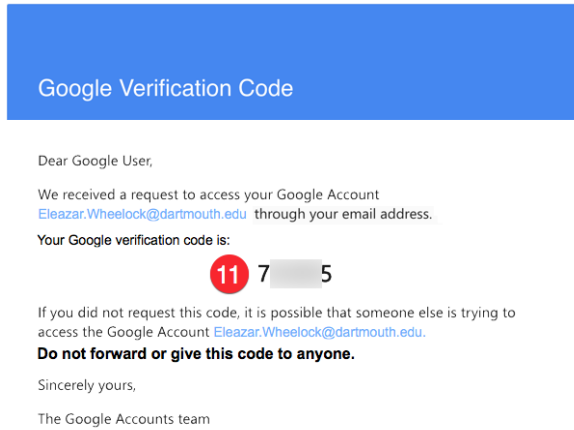
9. When prompted to Get a verification code sent to your email, confirm the email address presented is correct and select **[Send]**.



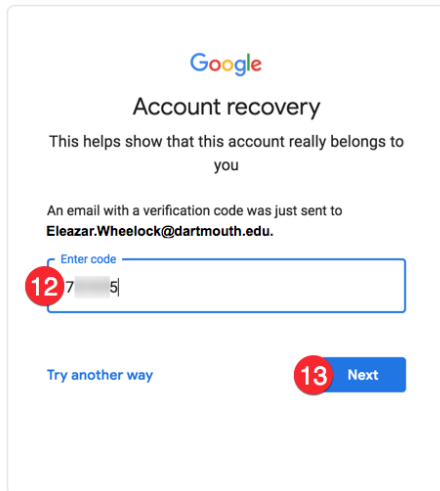
The screenshot shows the Google Account recovery interface. At the top is the Google logo and the text "Account recovery". Below this, it says "This helps show that this account really belongs to you". In the center is an illustration of an envelope with a blue plus sign and four asterisks. Below the envelope, it says "Get a verification code" and "Google will send a verification code to Geisel.IT.Test2@dartmouth.edu". At the bottom right, there is a red circle with the number "9" and a blue button labeled "Send".

10. Check the email to which the verification code was sent.

11. Copy the verification code from the email.



12. Return to the Account Recovery prompt and enter the code received via email.



13. Click **[Next]**.

14. On the resulting screen, enter and confirm your **new password**.

15. Click **[Next]** to continue to your account to complete the Conflict Resolution process.