

These instructions will help you resolve sign in issues with your phone or tablet due to a Google account lock. Sign into your phone or tablet with your Google account or Gmail email to restore information including photos or contacts from a previous device backup, download apps and access email. If your device was erased while using the Find My Device feature, you'll need to sign into your Google account to set up your device again.

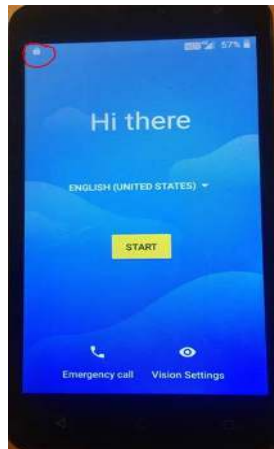
Preparing for Google Lock Removal

If you completed the Hard Reset steps to completely erase your device, you'll be prompted to enter your PIN, Password or Pattern to start using your phone or tablet. You can also sign into your Google or Gmail account if you've forgotten your PIN, Password or Pattern.

If you have a lock icon at the top-left corner of your screen or you're not able to set-up on your phone or tablet follow these steps:

Step 1: Make sure you have access to the internet before beginning this process.

Step 2: Select the "Start" option to begin setting your phone or tablet.

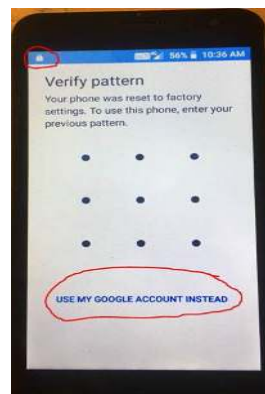
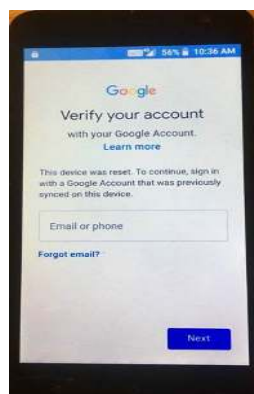


See Lock icon in upper left screen

Step 3: Connect to the internet through your Mobile Data or available Wi-Fi signal. If you do not know your PIN, Password, or Pattern used on your device, you can use the "USE MY GOOGLE ACCOUNT INSTEAD" option.

Step 4: Enter your Google/Gmail email address used to set up the device and tap on **NEXT** at the bottom of the screen. If you have two-factor authentication set on your Google/Gmail account, you'll receive a code for sign in verification.

Available log-in options



Step 5: Enter your Google/Gmail Account password. If you have two-factor authentication set up on your Google account or Gmail email, you'll receive a code to sign in to obtain access. You can also use a phone number if you have it linked to your account.

If you have forgotten your Google/Gmail Account or password, you can tap the **Forgot email?** option. You'll be prompted to enter other account information to recover your account. If you need more help in recovering your account, you can contact Google Support for assistance.

If you are unable to complete any of the steps above, you can call StandUp Wireless Customer Care to discuss a possible Google Lock removal or to see if you are eligible for a warranty replacement.

Please note: We are unable to assist with a Google Lock issue on any Alcatel phone or tablet. If you do have an Alcatel device, you'll first need to recover your account.