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| Recovering accounts in Google Workspace |

# Recovering a standard or administrator account in Google Workspace

## How to reset the password for a standard or administrator account

As an administrator, you can reset users' passwords to maintain account security. To do so, you must be signed in with an administrator account that has [reset password privileges](https://support.google.com/a/answer/1219251#user_privileges).

1. In the Admin console, go to **Users**.
2. In the **Users** list, find the user. If you need help, see [Find a user account](https://support.google.com/a/answer/33324).
3. Click **Reset password** to the right of the user.
You can also find this option on the left of the [user's account page](https://support.google.com/a/answer/33324).
4. In the **Reset password** box, select an option:
	* Automatically generate a password, or
	* To enter your own password, select **Create password**. To view the password you created, click **Preview**.
	By default, password minimum length is 8 characters. You can [change your organisation’s password requirements](https://support.google.com/a/answer/139399).
5. Optional: To have the user change the password the next time they sign in, select **Create** **Password** and check **Ask for a password change at the next sign-in**.
6. Click **Reset**.
7. Optional: To paste the password somewhere, such as in a message to the user, click **Copy Password**.
8. Choose one:
	* To finish, click **Done**. Then send the user their new password.
	* To email the password to the user, click **Email Password and Send**.
	**Notes:**
		+ If you checked **Ask for a password change at the next sign-in** in Step 5 AND clicked **Email Password** in Step 8, the user is automatically sent a link to reset the password.
		+ If you DID NOT check the **Ask for a password change at the next sign-in** box in Step 6 AND you clicked **Email Password** in Step 9, the user needs to contact you for the password.
9. Reset the user’s sign-in cookies. For the steps, go to [Reset a user's sign-in cookies](https://support.google.com/a/answer/33319?hl=en#reset_sign_in_cookies).

## How to reset 2-step verification on a standard or administrator account

 [Sign in](https://admin.google.com/) to your [Google Admin console](https://support.google.com/a/answer/182076). Use an administrator account.

1. Go to the **Directory Users** menu.
2. Click on the user whose account you need to recover. If you need help, see [Find a user account](https://support.google.com/a/answer/33324).
3. Click **Security**.
4. Click **2-step verification.**

**Note:** You can only access 2-step verification settings for a user if 2-step verification is currently enforced for your organisation.

1. Click **Get Backup Verification Codes**.
2. Copy one of the verification codes.
3. Send the code to the user in an IM or text message. The user can sign in to their account using a password and the code.

See: [Recover an account protected by 2-Step Verification – Google Workspace Admin Help](https://support.google.com/a/answer/9176734?hl=en&sjid=13885131384204517837-AP)

If you only have one administrator account and you have lost access to this account, use the options below.

1. **Recover administrator access using your reseller:** When you buy Google Workspace from a reseller, they set up your account. To request the username and password for your Google Workspace administrator account, [contact your reseller](https://support.google.com/a/answer/7632792?sjid=4948801598383516176-AP).
2. **Recover administrator access using automated recovery:** To follow an automated route, follow the instructions in [Recovering administrator access to your account](https://support.google.com/a/answer/33561?hl=en&sjid=4948801598383516176-AP#zippy=%2Coption-if-you-set-up-email-or-phone-recovery-information). Your records (eg, recovery email address or phone number) will need to be up to date.
3. **Recover administrator access using the recovery form:** If your original administrator has left your company and no one else has access, you need to fill out the [recovery form](https://toolbox.googleapps.com/apps/recovery/form).

To avoid such situations in future, follow best practices for account security:

1. **Enable two-step verification** for all administrator accounts.
2. Maintain **up-to-date recovery information** (phone numbers, email addresses, etc).
3. Keep records of important **Google account details** and purchase information.
4. Designate **multiple administrator** **accounts** for redundancy.
5. Remember to keep your [recovery options](https://support.google.com/a/answer/3033063?sjid=4948801598383516176-AP) up to date.