Play Store Reset: Locked Out No More

This Job Aid will help you to reset your Google Play password so that you can get back into the "Play Store". When you set up your phone, you created a password that is specific to the phone. When you update the password for the phone it will change the password for things like your Gmail.

Note: This is only for those who have forgotten their password. This is not a required step. If you know your password, do not reset it."

Step 1: Locate your settings Icon

From inside the app screen, you just want to scroll through your app pages till you locate the setting icon. When you find the setting icon, just click on the icon to open the settings menu.

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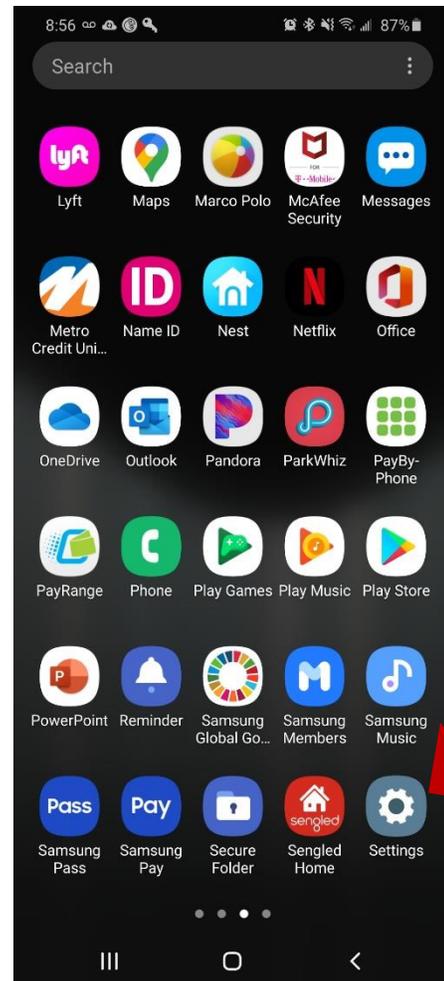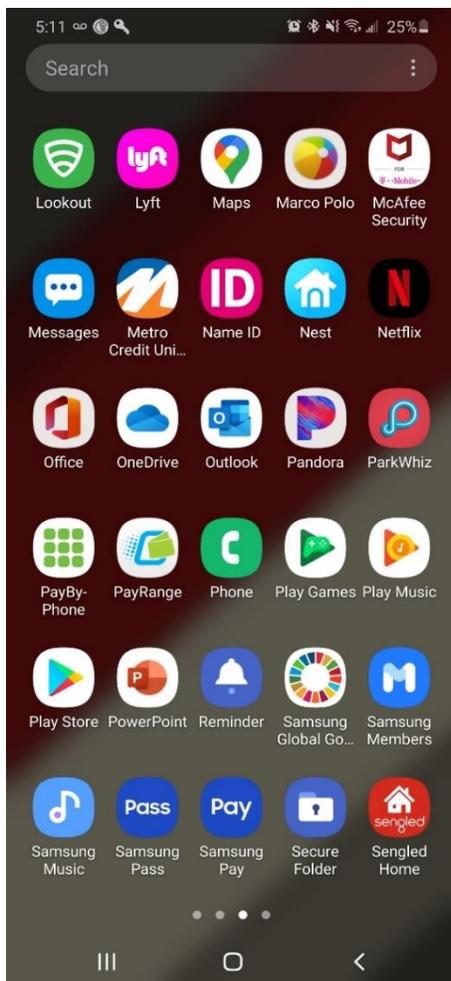
Step 2: Scroll Down

Once you are in the settings menu, scroll down the menu until you reach the Google setting. Click on the Google settings to open the menu, this will bring you into your profile for your Google account. Then click on "Manage your Google account".
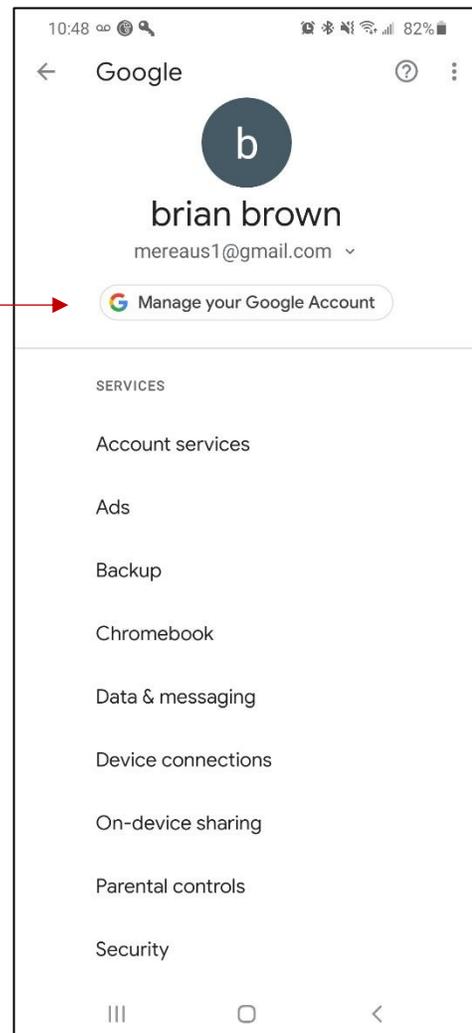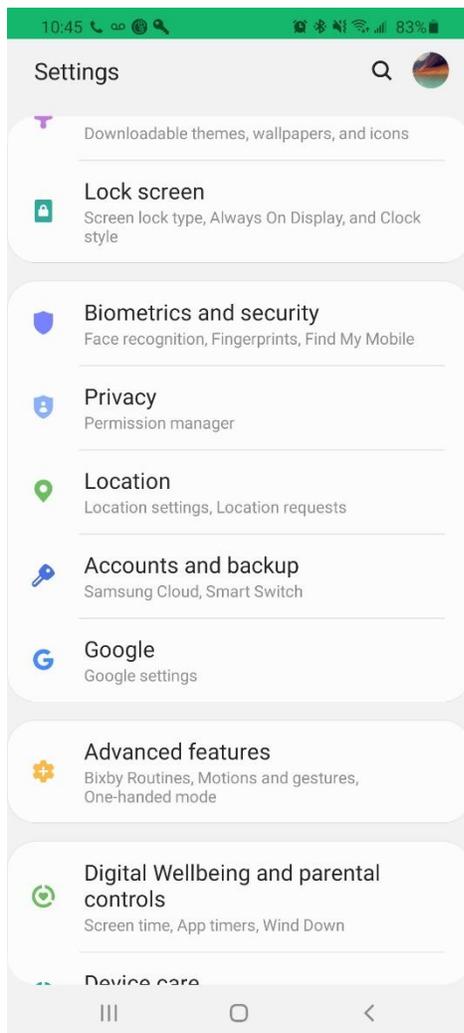
Step 3: Welcome to Google Ville

Once you click on "Manage your Google Account" you will be brought into your Google account center. This is where you can see all your Google information and you would reset your password. Just click on the "burger" menu in the bottom right corner, then click on personal info to get to your password.
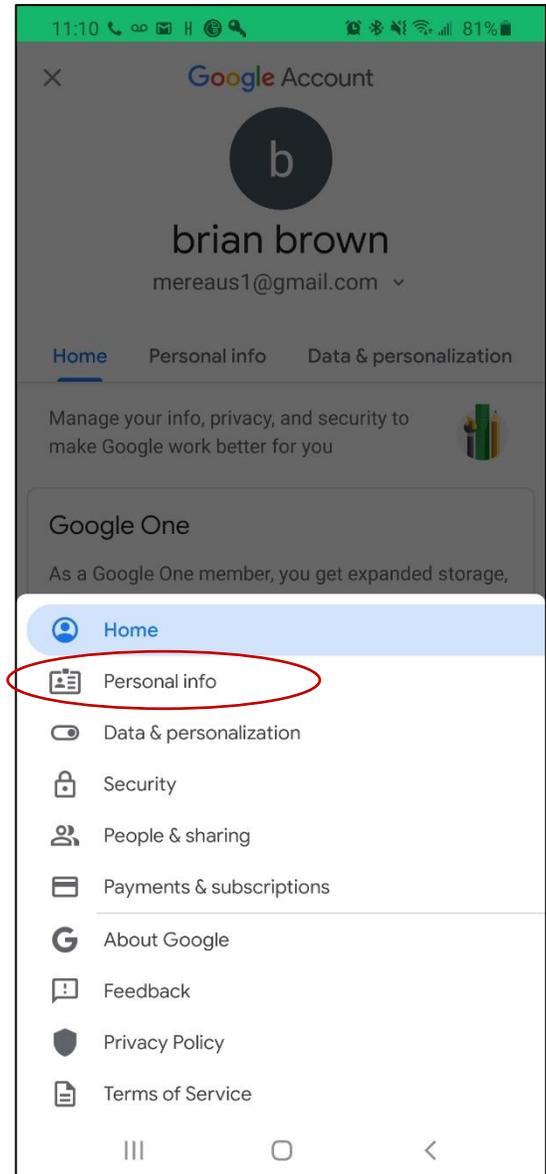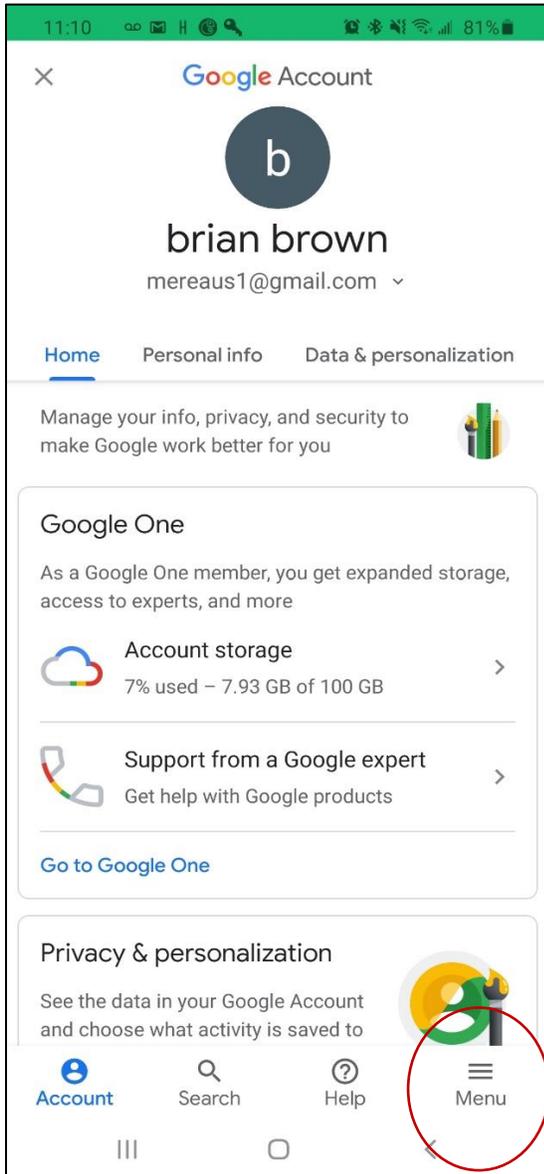
Step 5: Click Password Then Reset

Now that you're in your personal information, you just click on password and it will bring you to the screen to reset it. Click on "Forgot password" and follow the steps prompted on the screen.