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You can get apps, games, and digital content for your device using the Google Play Store app. The Play Store app comes pre-installed on Android devices that support Google Play, and can be downloaded on some Chromebooks. On your device, go to the Apps section. Tap Google Play Store . The app will open and you can search and browse for content to download. If you have issues locating the Play Store app, or opening, loading or downloading content in the app, it could be due to a number of reasons. To troubleshoot these issues, try the following topics: I can't find the Play Store App The Play Store doesn't open or load any content Downloads from the Play Store don't work Post to the help community Get answers from community members If you lose an Android device or Wear OS watch, you can find, secure, or erase it remotely. You can also help a friend find, secure, or erase their lost device with the Find Hub app. If you've added a Google Account to your device, Find Hub is automatically turned on. By default, your device is set to the "With network in high-traffic areas only" setting so that it stores encrypted recent locations with Google and helps find offline devices as part of a crowdsourced network of Android devices. To get help from the network finding your items on your Android device, set a PIN, pattern, or password. Your device's most recent location is available to the first account activated on the device. Tip: To find, secure, or erase your Wear OS device, connect it to Wi-Fi or mobile data. Be ready to find a lost Android device. To secure or erase an Android device, make sure the device: Has power Is connected to mobile data or Wi-Fi Is signed in to a Google Account Has Find Hub turned on Is visible on Google Play If you use 2-step Verification, go to 2-step Verification backups. Find, secure, or erase a device remotely Important: If you find your device after you erase it, to use your device again, you need your Google Account password. Learn about device protection. Use the Find Hub app On another Android phone or tablet, open the Find Hub app . Sign in. If your own device is lost: Tap Continue as [your name]. If you're helping a friend: Tap Sign in as guest and let your friend sign in. From the listed devices, select the device you want to locate. The lost device gets a notification. When you manage a Google Account with Family Link, your child's supervised devices automatically appear in the Family devices tab in Find Hub. You may be prompted to provide the lock screen PIN for the Android device you want to locate. This applies to Android 9 or higher. If the device you want to find doesn't use a PIN, or runs Android 8 or lower, you may be prompted for your Google password. On the map, you get information about the device's location. To navigate to a lost device, tap Get directions. Your location is estimated from sources like: GPS: We use satellites to know your location up to around 20 meters. When you're inside buildings or underground, the GPS is sometimes inaccurate. Wi-Fi: The location of nearby Wi-Fi networks helps us know where you are. Cell towers: Your connection to mobile data can be accurate up to a few thousand meters. Learn how to improve your location's accuracy. If the device is within 10 meters, you can get a shape that fills in as you get closer to your device: Tap Find nearby. This may take a few seconds to update. The radius displayed around your location pin is an indication of our confidence in location accuracy. If your device's current location can't be found, you may still find its last known location, if available. Select what you want to do: Play sound: Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate. To play a sound, wireless headphones need to be turned on and earbuds need to be outside the case. Mark as lost: Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or phone number to the lock screen. To delete a device you can't find: Follow the steps to erase, reset, or remove your device. Erase, reset, or remove your device You can delete your device if you can't find it. Important: These steps permanently delete all data on your device, but may not delete SD cards. After the device is erased, its location won't be available in Find Hub. You can use Find Hub on the web, an Android device, or a friend's Android device in guest mode: On the device, open the Find Hub app . Select the device or accessory you want to reset or remove. Select Settings. To erase an Android device: Tap Factory reset {device name}. To delete an accessory: Tap Remove device. Tip: If you want to use an accessory again with Find Hub, to set it up again on Find Hub, you can go to Bluetooth settings. Find your device with your Wear OS watch Find your Android device's IMEI number To disable the device, your mobile service provider can utilize your device's IMEI number. You can find your device's IMEI number in your phone's settings or with Find Hub. Important: Some devices, like Google Pixel Tablet, don't have IMEI numbers. To locate your device's IMEI with the Find Hub app: Open the Find Hub App . Select the device you want to locate. Tap Settings . To locate your device's IMEI on a web browser: Go to android.com/find. Next to the device, select Settings . Mark an accessory as lost When you mark your accessory as lost, you can leave a phone number, email address, and a message on the lock screen. Your contact information can also be accessed by someone else who identifies your accessory as lost so they can return your device to you. Your accessory will automatically be marked as found once it's near the Android device you use to connect your accessory to. Tip: We'll also send you a notification once the location has been detected on the Find Hub network. Identify a lost accessory or tracker tag & return it to its owner You can help return someone's accessory that they've marked as lost in the Find Hub app. Unlock the screen of your Android device. For Android 12 or earlier, make sure Location is turned on. Learn how to turn on location. Hold the item to the back of your phone or tablet. If the device owner left contact information or a message, you can find it on your screen. Get more help If you can't find your lost or stolen device, learn more about how to secure your Google Account. Post to the help community Get answers from community members SearchClear searchClose searchGoogle appsMain menu If you forget your password, you can easily reset it: Go to the password assistance page. Enter your Google Account email address Type the the words in the distorted picture. Choose how to get back into your account. In order to keep your account secure, you can't change your password to a password that's previously been used with your account. If you forgot your password or username, or you can't get verification codes, follow these steps to recover your Google Account. That way, you can use services like Gmail, Photos, and Google Play. Tips: Wrong guesses won't kick you out of the account recovery process. There's no limit to the number of times you can attempt to recover your account. If you use an account through your work, school, or other group, these steps might not work. Check with your administrator for help. To recover an account for a child under 13 (or the applicable age in your country) you can reset your child's password. Forgot your password Forgot the email address you use to sign in To find your username, follow these steps. You need to know: A phone number or the recovery email address for the account. The full name on your account. Follow the instructions to confirm it's your account. You'll find a list of usernames that match your account. Someone else is using your account If you think someone is using your Google Account without your permission, follow the steps to recover a hacked or hijacked Google Account or Gmail Account. When you do, you can follow these steps to avoid getting locked out of your Google Account. Avoid account & password recovery services For your security, you can't call Google for help to sign into your account. We don't work with any service that claims to provide account or password support. Do not give out your passwords or verification codes. Post to the help community Get answers from community members You can fix problems with Find Hub if it doesn't find your device or accessory or work correctly on your Android device. Find Hub may be unable to locate your device if: It doesn't have power or has been turned off. It doesn't have cellular and Wi-Fi connectivity. This could be due to poor signal strength or the device's location. The device's SIM card may have been removed. It was damaged. It was put in Airplane mode or Wi-Fi was turned off. Get help from a friend Important: The naming conventions may differ between the Find Hub app and Find Hub on the web. On another device, like a friend's phone, sign in to Find Hub. You can either do this with Guest Mode on a friend's device or on the web. Select the device. Tap Mark as lost. If the device comes online: You can either select Secure Device or Factory reset device. If you believe your device can't be found: Contact your mobile provider, if possible, to have the device deactivated. Can't access location Find Hub says "Sync recent location" Find Hub may be unable to access the recent location of a device or accessory due to location encryption being out of sync. Tap Find Hub . Select the device you want to find. Tap Sync recent location. For your security, to show the most recent location of your device, you may be asked to enter the screen lock of one of your Android devices, or to sign in to your Google Account. Usually, the "Sync recent location" message disappears and you receive a recent location for the device or accessory if it's available. If you receive the message, "Can't sync location," follow the instructions below for "If your recent location didn't sync for an Android device On the Android device you viewed in Find Hub, check for an "Account action required" notification. Tap the "Account action required" notification. Follow the on-screen instructions. Go back to Find Hub. Refresh your device list. If you still find "Sync recent location." Tap Sync recent location. Sign in or enter your screen lock if asked. On the Android device whose status is "Can't access location," go to Settings. Tap Google services. Tap Find Hub Find your offline devices. Take note of the current selected setting so you can reactivate it. To turn off "Offline finding" temporarily, tap Off. To re-initialize set-up of your device, tap the selected setting noted in step 4, such as With network in high-traffic areas. You may be asked to sign in or enter the screen lock of one of your Android devices. Go back to Find Hub. Refresh your device list. If you still find "Sync recent location:" Tap Sync recent location. Sign in or enter your screen lock if asked. If your recent location didn't sync for an accessory Factory reset your accessory with the manufacturer's instructions. Reconnect the accessory to your Android device. Go back to Find Hub. Reload your device list. Accessory or device out of sync If you get an email that one of your accessories or devices is out of sync and can't be found with the Find Hub app: On an Android device signed in to your Google Account, open Find Hub. From the device list, select the device or accessory mentioned in the email. Tap Sync recent location. Follow the on-screen instructions. Tip: If you don't have a device connected to the shared Google Account, the problem should automatically resolve when you connect an Android device to your lost device's account. Locate devices in lower-traffic areas To prioritize your safety, Google's Find Hub uses multi-layered protections. For example, one of these protections is "aggregation by default" and is a key difference of the Find Hub network compared to other finding networks. However, this may sometimes affect detection of Bluetooth trackers, especially in low-traffic areas. If you want the Find Hub network to help you find your lost items in lower-traffic areas, you can opt in to sharing location info through the network to help others find lost items, even when your device is the only one that has detected and shared a location for the item. People who turn on this option help each other find items in both higher-traffic and lower-traffic areas. This option may help you find your lost items more quickly. If you would like to participate in the network in lower-traffic areas, you can visit "Find your offline devices" in the "Find Hub" settings and tap With network in all areas. As more people opt into "With network in all areas," the Find Hub network's ability to find lost items in lower-traffic areas will continue to improve. Control how you participate in Find Hub. Related resources Post to the help community Get answers from community members To find your friends and family, you can use the Find Hub app to: Share your location with others Find others' location on a map Take a few different actions for those shares Set up your Find Hub app To set up your Find Hub app on your device: Sign in to the Find Hub app. Grant app location permissions to display a blue dot on your map and calculate friends' distance from you. If you don't grant the Find Hub app location permission, you can still use the app to find your lost devices and to share your location, but you won't be able to see your blue dot. Start & stop a share Start a share If you don't have any shares, to get started, tap Start share. You can find a preview of the information that you can share with your recipient, like: Location Name Avatar Address Battery percentage Choose the duration of the share you want to start from either: One hour Until the end of the day (ends at 11:59 PM user's time) Until you stop the share A custom duration Choose one or multiple people from your recipients by: Using the suggested list: To start your share, tap Create share. You can search for specific contacts with the magnifying glass within the pre-populated list. If the recipient's device has the Find Hub app or Google Maps installed and notifications on, they'll receive a notification to let them know that you shared your location with them. If they don't, they'll receive an email. Sharing with a link: Choose your selected duration and tap Get link to share. This opens up a way for you to choose commonly used apps, message threads, and other groups to send the link with. Anyone with the link can see your location and other personal information. "Until you stop" shares can't be created as a link share. Tip: If you already have shares on your account in other Google apps, like Maps, Family Link, or Personal Safety, you can view them in Find Hub automatically. Stop a share Tap on the user you'd like to stop sharing with. Tap the "Stop sharing" button. From the confirmation dialog, you can either: Cancel: Your share stays and you go back to the details page. Confirm: If the user is also sharing with you, you'll stay on the contact detail page and the button will no longer be blue. You can start a new share if you want. If you're the only one sharing, you'll be sent back to the list of shares. On your device, you can also manage your location shares through Find Hub. Under "Location Sharing" tab, on the top right, select your profile Location Sharing settings. Tips: Location shares are associated with your account. If you stop a share, it stops for your account, and for all apps using Google Location Sharing, including Find Hub. You can also manage your shares in other Google location sharing apps, such as Google Maps. You can also manage your locations shares in your Google Location Sharing settings page: On your Android device, open Settings. Tap Location Location Services Google Location Sharing. Actions you can take per share Get directions Tap on the user you'd like to get directions to Get directions. Google Maps will open with a route to that person's location. If the user keeps moving, the route won't continue to update since this is a one-time direction only. Hide a user Tap the user you'd like to hide More . Select Hide from map. On the confirmation dialogue pop-up, confirm if you want to hide the selected person. You can also stop sharing with that person or not with the checkmark. You'll be sent back to the list of shares with a confirmation. To find the people you hid from your map: Scroll to the bottom of your list of shares. On the right of "Hidden from Map," tap Arrow down . To unhide someone from your map: Scroll to the bottom of your list of shares. On the right of "Hidden from Map," tap Arrow down . Tap the user you'd like to unhide. Tap More . Select Unhide from map. Block a user Tap the user you'd like to block. Tap More . Select Block. From the confirmation dialog, select "Confirm" if you want to block the person. You'll be sent back to the list of shares with a confirmation afterwards. If you want to unblock someone, on your Google account, visit your Blocklist. Tip: When you block a person, it also applies to a variety of Google apps and services, like Photos and Maps. Learn how to block or unblock people's accounts. Refresh You can manually refresh a person's location. To do this: Tap the user whose location you'd like to refresh. Tap More . Select Refresh. The dropdown menu will collapse and you'll find a progress indicator until: Timestamp changes to "now": The person's location is updated. Timestamp didn't change: The person's location wasn't retrieved possibly due to: Their device was either offline or turned off. Location services were turned off. Location sharing was turned off. Tip: The person's location will also be automatically refreshed while you use the app. How to use and understand your list of shares Manage your list and map To manage your list and map, you can: Use Filtering. Sharing with you: You can find people who share their location with you. It includes people you're not sharing back with and people you're sharing back with. You're sharing with: You can find people you're sharing your location with. It includes people who aren't sharing back with you and people who are sharing back with you. Neither: You can view all of your shares, including incoming, outgoing, and people you are sharing with who are also sharing with you. Tip: You can't select both filters at the same time. Center your location within the map. If you grant Find Hub access to your location, you can center your location within your map view. At the bottom right corner of the map, tap the My Location . Use the + button to start a new share. How to read the list Map It shows the people who share their location with you and aren't hidden. Hidden list If you hide a user from appearing on your map, they'll be placed in a collapsible list at the bottom of the list of shares. You can unhide them: Select their name. In their contact details page, from the overflow menu, unhide them. Legend for all of the information shown about a person Users who share their location with you: Name Avatar Current location address Location last updated timestamp If they can or can't find your location "Can see your location": If you've shared your location with them and they can find it. Distance from you Users who don't share their location with you: Name Avatar If they can or can't find your location "Can see your location": If you've shared your location with them and they can find it. Location sharing settings You can stop your device from sharing your real-time location without needing to stop a share in the Find Hub app. Learn how to manage your location sharing settings. Tip: You can still use other device location services, like navigation in Maps, when you turn off location sharing in the settings. Related resources Post to the help community Get answers from community members

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