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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 Search Clear search Close search Google apps Main menu 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 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. If you have another problem, get help signing in. Recover a deleted Google Account If you recently deleted your Google Account, you can follow the steps to recover your account. Still can't sign in Create a new account If you can't sign in, try these tips for account recovery. If you still can't recover your account, you can create a new Google 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

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