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govi

Level 1.6: Donut • 2 years ago

QUESTION

Managed Google Play Account (Work email address login) : 2factor authentication reset , help !

2 replies • [Translate All](#) • [Beta, powered by Gemini](#) 

Hi Team, Greetings,

Due to Phone number is tagged with left employee and SIM connection is not active now. Hence we would like to know How to reset the 2factor authentication for the respective Managed Google Play Account (Work email address login) where we can receive an email when there is an "Reset link" can be sent by google admins ?. please help on this topic, being its an critical for us.

Device Management



2 replies

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ReeceK

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Hi @gov

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I have a few questions I hope you can help me with:

- Are you accessing the account via EMM or Play Console?
- Is this the Google account associated with EMM Binding?
- Have you established a recovery email for this work account in the event of a password reset?

If you are still logged in, you can proceed to play.google.com/work/adminsettings and add another administrator under the admins box. Should you require assistance with resetting the two-factor authentication for the account and there is another administrator within your organization, you may follow the instructions provided in this link: support.google.com/a/answer/2537800?hl=en. Further guidance can also be found here: <https://support.google.com/accounts/answer/1064203?hl=en&co=GENIE.Platform%3DAndroid>.

Thanks

Reece

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1 reply



2



gov **AUTHOR**

Level 1.6: Donut • 2 years ago

thanks for your time and support.

- Are you accessing the account via EMM or Play Console? : Both, for Apps via Emm, for managing Admin account via Playconsole
- Is this the Google account associated with EMM Binding? Yes,
- Have you established a recovery email for this work account in the event of a password reset? this was missed by us. hence facing the pain now.

Note : we are able to login with the password, But 2factor auth phone number is the blocker which is not allowing us to login in to the google account itself.

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ReeceK

Former Community Manager • 2 years ago

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Hi @gov



Just to clarify, are you attempting to enroll in fully managed mode using an Enterprise Mobility Management (EMM) solution? If so, you can utilize a QR code to download the device policy controller (DPC). Additionally, you can seek assistance through the public developer channel for the Android Open Source Project (AOSP) at <https://source.android.com/>.

Thanks

Reece

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1 reply  



govi **AUTHOR**

Level 1.6: Donut • 2 years ago

Thanks and we want to add an "Admin in our MGP account"

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