PHONECELL PICTURE GUIDE

How to change an Apple or Google password

Use this when someone is already signed in, or they know the password they use today. The steps change that password. They do not delete photos, email, or apps. Other phones and computers will ask for the new password.

Which account?

Apple ID is the email under the name at the top of iPhone Settings. It is also the iCloud login.

Google is the Gmail address. Changing it also changes the YouTube and Android sign-in.

The password that unlocks a Windows PC or a Mac is a different password. These sheets do not change that.

Which sheet? Match the screen in front of you.

iPhone or iPad: Apple password is in Settings. Google password is in Safari.

Android: Google password is in Settings. Apple password is on the Apple website in the browser.

Windows PC: use Edge or Chrome.

Mac: Apple password is in System Settings. Google password is in Safari or Chrome.

A red box is the row or icon to tap. If a code arrives, type it. If you cannot get the code, stop.

Find the page

Apple ID · iPhone or iPad · p.2

Apple ID · Android phone or tablet · p.3

Apple ID · Windows PC · p.4

Apple ID · Mac · p.5

Google · iPhone or iPad · p.6

Google · Android phone or tablet · p.7

Google · Windows PC · p.8

Google · Mac · p.9

Simple steps. Brighter skills.

APPLE ID · IPHONE OR IPAD

Change an Apple ID password

On the iPhone or iPad that is already signed in. This does not delete photos, messages, or apps.

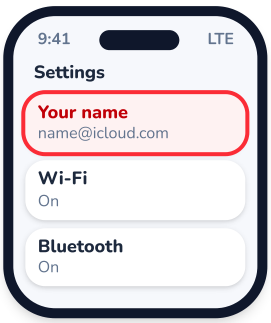
1 Open Settings



Tap Settings

Tap the grey Settings icon. It looks like cog wheels.

2 Tap your name

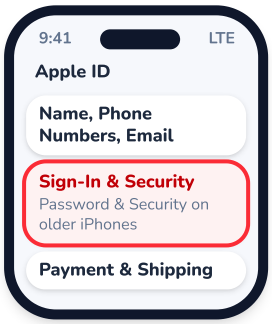


Tap your name

Your name is at the very top. The Apple ID email sits underneath it.

If your name is missing, this iPhone is not signed in. Stop and sign in first.

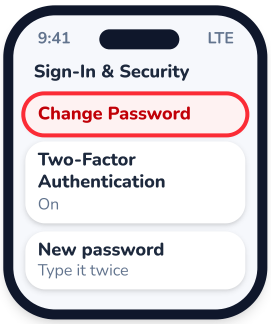
3 Tap Sign-In & Security



Tap Sign-In & Security

On an older iPhone this row says Password & Security. Tap that instead.

4 Tap Change Password



Tap Change Password

Type a new password you have not used before, then type it again. Tap Change. The iPhone may ask for the passcode that unlocks the screen.

If it stops you

✓ A code is normal. Type the code from another device or email already on that Apple ID.
✓ If you do not know the password and the screen passcode is refused, stop. Do not keep guessing.
✓ Photos, messages, and apps stay. Other phones and computers will ask for the new password.

Write it down somewhere only you open.

Does not delete the account

APPLE ID · ANDROID PHONE OR TABLET

Change an Apple ID password

On an Android phone, use the Apple website in the browser. You need the password you use now.

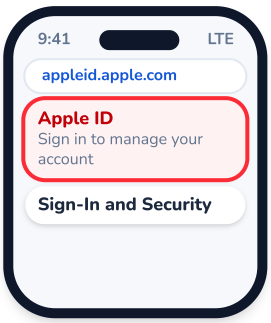
1 Open Chrome



Tap the browser

Tap the browser. Chrome, Samsung Internet, or another browser is fine.

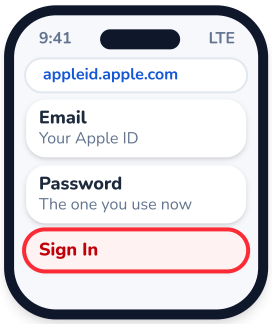
2 Go to the Apple site



Type appleid.apple.com

Tap the address bar and type appleid.apple.com. Open the page.

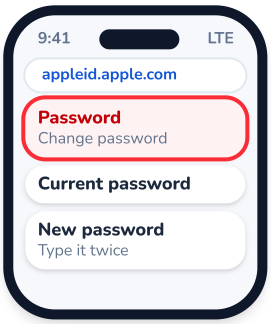
3 Sign in



Sign in

Type the Apple ID email and the password you use now. If a code arrives, type that code.

4 Change the password



Tap Change password

Tap Sign-In and Security, then Password. Type the current password, then a new one twice. Save.

If it stops you

✓ A code is normal. Type the code from another device or email already on that Apple ID.
✓ If you do not know the password and the screen passcode is refused, stop. Do not keep guessing.
✓ Photos, messages, and apps stay. Other phones and computers will ask for the new password.

The Android phone stays. Only the Apple password changes.

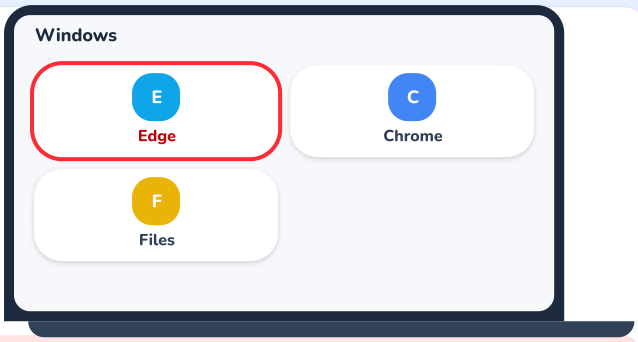
Does not delete the account

APPLE ID · WINDOWS PC

Change an Apple ID password

On a Windows PC, use Edge or Chrome. You need the password you use now.

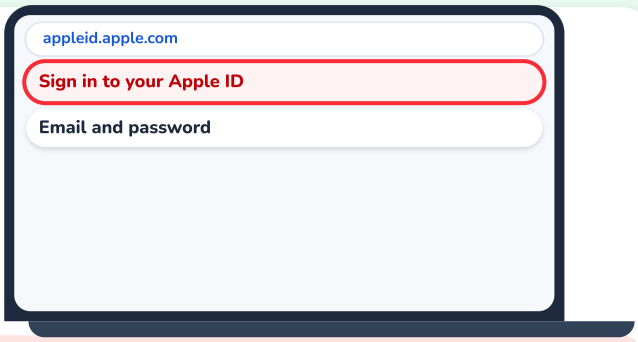
1 Open the browser



Open Edge or Chrome

Open Edge or Chrome from the taskbar.

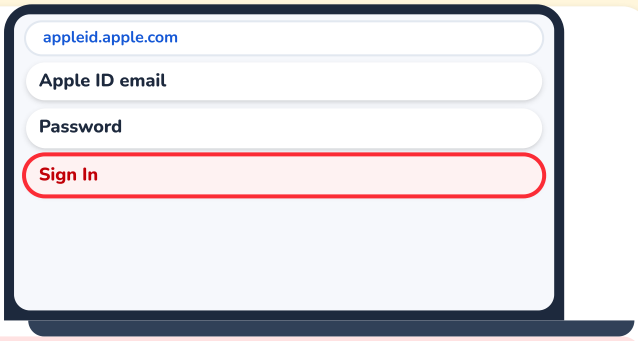
2 Go to the Apple site



Type appleid.apple.com

Click the address bar and type appleid.apple.com, then press Enter.

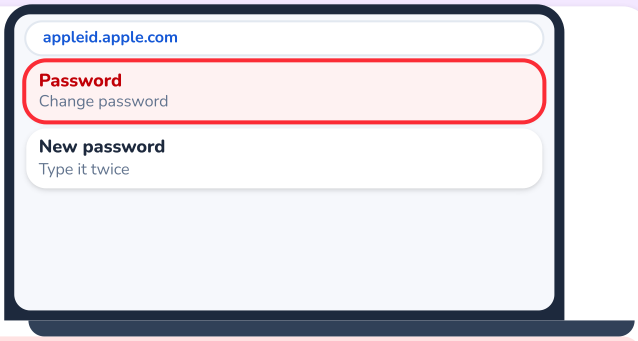
3 Sign in



Click Sign In

Type the Apple ID email and the current password. Type any code that is sent to a trusted device.

4 Change the password



Click Change password

Click Sign-In and Security, then Password. Enter the current password and a new one twice.

If it stops you

✓ A code is normal. Type the code from another device or email already on that Apple ID.
✓ If you do not know the password and the screen passcode is refused, stop. Do not keep guessing.
✓ Photos, messages, and apps stay. Other phones and computers will ask for the new password.

Write the new password down before you close the page.

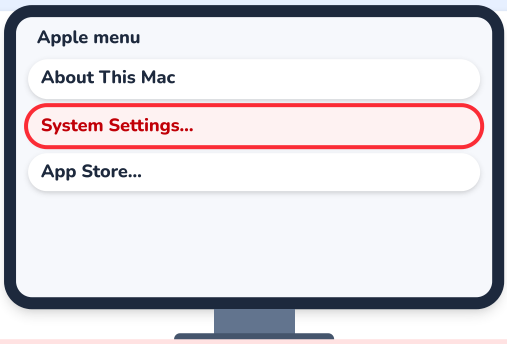
Does not delete the account

APPLE ID · MAC

Change an Apple ID password

On a Mac that is already signed in to that Apple ID. Photos and files stay on the Mac.

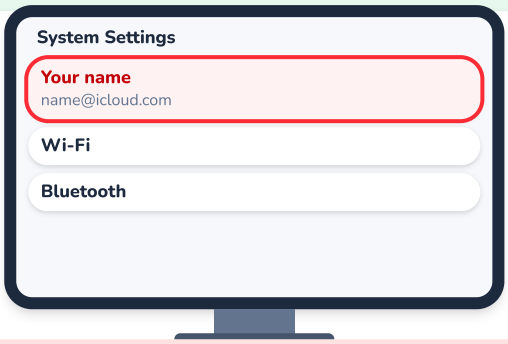
1 Open System Settings



Open System Settings

Click the Apple menu at the top left, then System Settings.

2 Click your name

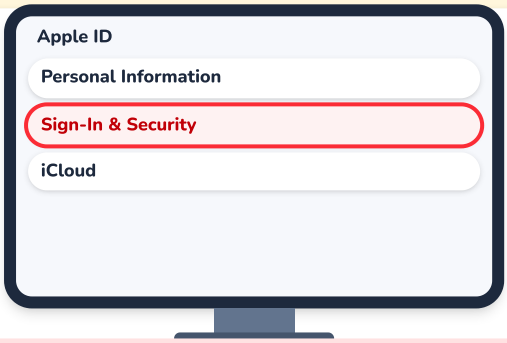


Click your name

Your name is at the top of the sidebar. The Apple ID email is under it.

If you only see “Sign in”, this Mac is using a different Apple ID. Stop.

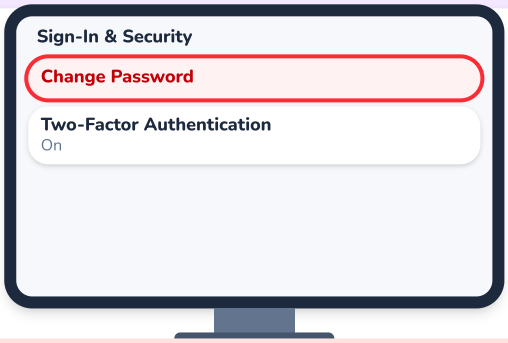
3 Click Sign-In & Security



Click Sign-In & Security

On an older Mac this says Password & Security.

4 Click Change Password



Click Change Password

Type a new password twice. The Mac may ask for the password that unlocks the computer.

If it stops you

✓ A code is normal. Type the code from another device or email already on that Apple ID.
✓ If you do not know the password and the screen passcode is refused, stop. Do not keep guessing.
✓ Photos, messages, and apps stay. Other phones and computers will ask for the new password.

Other Apple devices will ask for the new password.

Does not delete the account

GOOGLE ACCOUNT · IPHONE OR IPAD

Change a Google password

On an iPhone or iPad, use Safari. This changes Gmail, YouTube, and the Google account together.

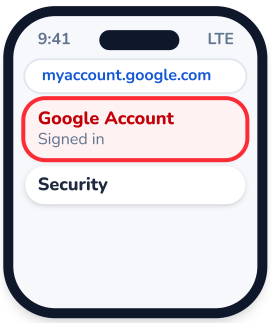
1 Open Safari



Tap Safari

Tap the blue compass icon.

2 Open the Google page



Type myaccount.google.com

Tap the address bar and type myaccount.google.com.

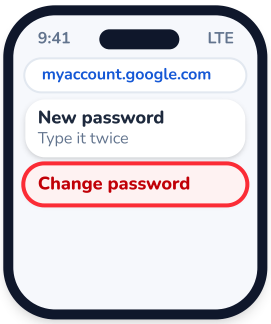
3 Tap Security, then Password



Tap Password

Password is under “How you sign in to Google”.

4 Type the new password



Tap Change password

Google will ask you to sign in again. Type the password you use now, then a new one twice. Tap Change password.

If it stops you

✓ A code is normal. Type the code sent to the phone or recovery email already on the Google account.
✓ If you do not know the password and cannot get the code, stop. Do not keep guessing.
✓ Gmail and photos stay. Other phones and computers will ask for the new password.

Mail stays in the inbox.

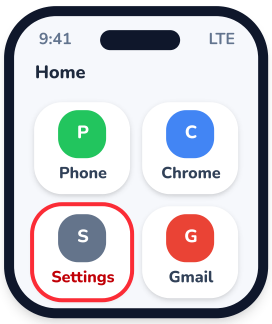
Does not delete the account

GOOGLE ACCOUNT · ANDROID PHONE OR TABLET

Change a Google password

On the Android phone that is already signed in to that Gmail address.

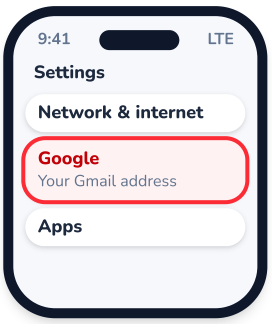
1 Open Settings



Tap Settings

Tap the Settings icon. It is a cog.

2 Tap Google



Tap Google

If you do not see Google, tap Accounts or Accounts and backup, then Google.

3 Open Security



Tap Security

Tap Manage your Google Account. Then tap Security along the top.

4 Tap Password



Tap Password

Type the password you use now, then a new one twice. Tap Change password. The phone may ask for the screen lock first.

If it stops you

✓ A code is normal. Type the code sent to the phone or recovery email already on the Google account.
✓ If you do not know the password and cannot get the code, stop. Do not keep guessing.
✓ Gmail and photos stay. Other phones and computers will ask for the new password.

Photos and mail stay on the account.

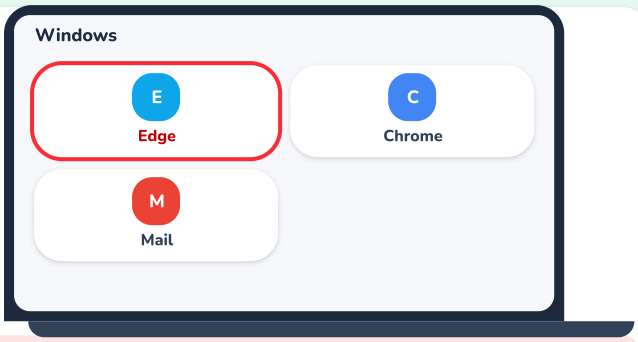
Does not delete the account

GOOGLE ACCOUNT · WINDOWS PC

Change a Google password

On a Windows PC, use Edge or Chrome. This is the Gmail password as well.

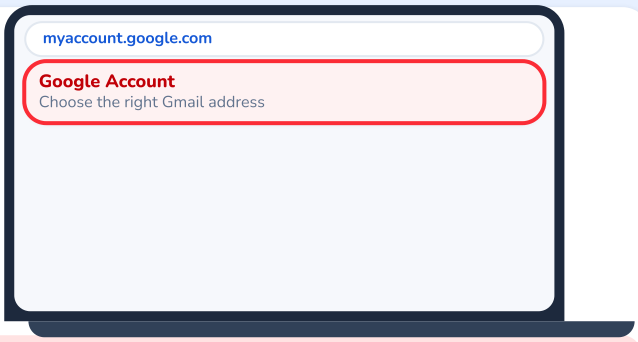
1 Open the browser



Open Edge or Chrome

Open Edge or Chrome.

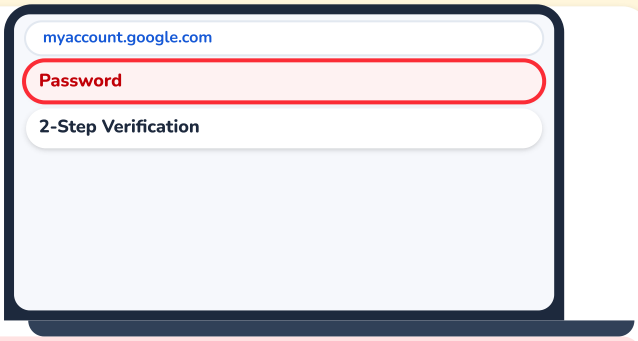
2 Open the Google page



Type myaccount.google.com

Click the address bar, type myaccount.google.com, and press Enter.

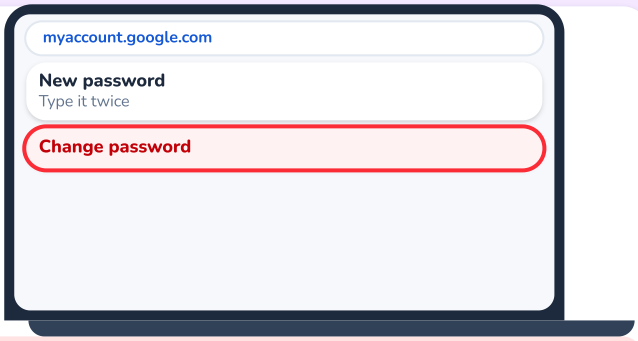
3 Click Security, then Password



Click Password

Password is in the section called How you sign in to Google.

4 Type the new password



Click Change password

Sign in again if asked. Type a new password twice and click Change password.

If it stops you

✓ A code is normal. Type the code sent to the phone or recovery email already on the Google account.
✓ If you do not know the password and cannot get the code, stop. Do not keep guessing.
✓ Gmail and photos stay. Other phones and computers will ask for the new password.

Phones signed in to Gmail will ask for the new password.

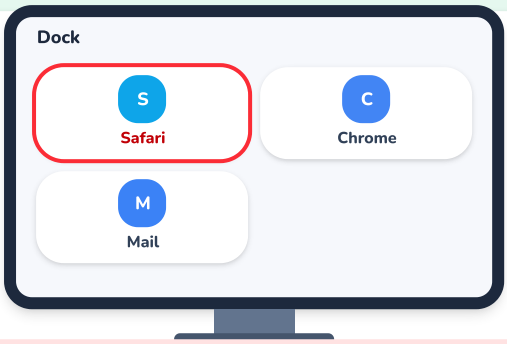
Does not delete the account

GOOGLE ACCOUNT · MAC

Change a Google password

On a Mac, use Safari or Chrome. The Mac login password is a different password. Leave that one alone.

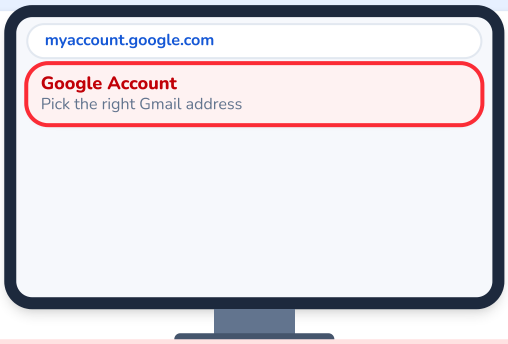
1 Open Safari or Chrome



Open Safari or Chrome

Safari is the compass. Chrome is the round colour icon.

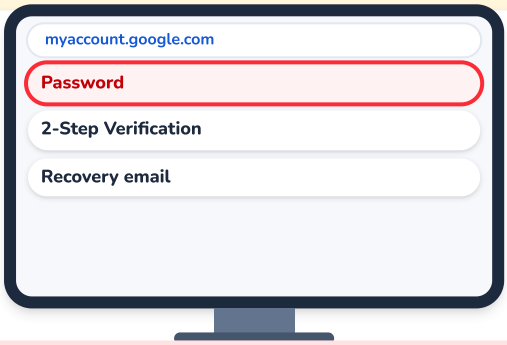
2 Open the Google page



Type myaccount.google.com

Click the address bar and type myaccount.google.com.

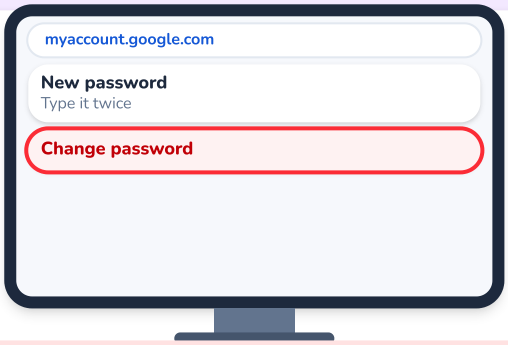
3 Click Security, then Password



Click Password

Look for How you sign in to Google, then Password.

4 Type the new password



Click Change password

Sign in again if asked. Type a new password twice and click Change password.

If it stops you

✓ A code is normal. Type the code sent to the phone or recovery email already on the Google account.
✓ If you do not know the password and cannot get the code, stop. Do not keep guessing.
✓ The password that unlocks the Mac is separate. This sheet changes only the Google account.

The Mac's own password does not change.

Does not delete the account