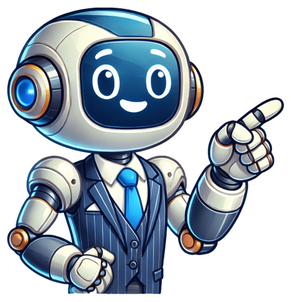
Click Here



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 You can set up Find Hub so you’re prepared if you lose your phone, tablet, Wear OS watch, headphones, or something that has a tracker tag attached. If your device is already lost, learn how to find, secure, or erase it. Make sure your device can be found Step 1: Check that you’re signed in to a Google Account On your device, open Settings Google. Your account name and email address should be here. Verify your email address. Tip: If you have a shared tablet, only the tablet’s owner can change these settings. Step 2: Check that Location is on Step 3: Check that Find Hub is on Tip: In Android versions 5.0 and lower, you can find the "Find Hub" settings under the "Google Settings" app. Step 4: Find offline devices and devices without power On your device, open Settings. Tap Google All Services (if tabs exist) Find Hub. Tap Find your offline devices. To help you find offline items with Find Hub, if you don’t have one, set a PIN, pattern, or password on your Android device. Learn how to set screen lock on your device. 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. You can change this setting at any time: Off: Your device’s encrypted recent locations won't be stored and your Android device won’t participate in the network. What happens when you turn off offline finding. Without network: Your device won’t participate in the network. You can still locate your offline devices with their encrypted recent locations that were stored when they were online. Offline finding without the network. With network in high-traffic areas only (default): Locate your offline devices with their encrypted recent locations. If you have a PIN, pattern, or password set on your Android Device, the network will help you locate your device in areas like airports or busy footpaths. Offline finding in high-traffic areas. With network in all areas: Locate your offline devices with their stored and encrypted recent locations. If you have a PIN, pattern, or password set on your Android device, the network will help you locate your device in high-traffic and low-traffic areas. Offline finding in all areas. If the battery runs out or device is off For supported devices, like the Pixel 8 series, if the device runs out of battery or is off, the Find Hub network can still locate the phone for several hours after it’s turned off. Set the option to With network in high-traffic areas only or With network in all areas. Make sure Bluetooth and Location are turned on when the phone shuts down. Tip: Devices in the network use Bluetooth to scan for nearby items. If you have a PIN, pattern, or password set on your Android device, when others detect your items, they securely send the locations where they detected them to Find Hub. Your Android devices do the same to help others find their offline items when they’re detected nearby. How Find Hub processes your data. Instructions for Android 8.0 and lower For Android 8.0 and lower, On your device, open Settings. Tap Google All Services (if tabs exist) Find Hub. Turn Store recent location on. When “Store recent location” is on, your account stores your encrypted recent locations so you can find offline devices and accessories. Step 5: Check if your device is listed on Google Play Step 6: Check that you can find your device Open android.com/find. Sign in to your Google Account. If you have more than one device, at the top of the screen, select your device. Tips: If your device is offline and you have Find your offline devices turned on, then Find Hub can display the location of the device when it was last online based on its encrypted stored location. For best results, find items through the network with the Find Hub mobile app. Step 7: Install the Find Hub app To manage your devices and find them, install the Find Hub app . Tap Sign In. Tip: If you have a tablet that people share, only the tablet’s owner can change these settings. Step 8: Create a 2-Step Verification backup code Important: You can locate your device on . You can also use the Google Find Hub app in Guest Mode with your email and password. If you lose your primary Android device and want to lock or erase it remotely, you must turn on 2-Step Verification. Since your primary Android device could be your method of 2-Step Verification such as a verification code, it’s important to have a backup code. If you don’t have backup codes or a physical security key, you may need to contact your mobile service provider to order a new SIM. Go to your Google Account. Tap Security. Under "How you sign in to Google," tap 2-Step Verification. Tap Backup codes. Learn more about backup codes. If you forget your password, lose your device, or can’t sign in for another reason, backups help you get back into your account. Learn more about 2-Step Verification and backups. A physical security key is one of the strongest methods to protect your account. Keep your physical security key in a safe location. If your primary Android device is lost or stolen, you can use the physical key to sign in to . Learn more about security key options. Add headphones or other accessories Add a new accessory Use Fast Pair to connect your accessory with your device. Learn how to use Fast Pair. On your device, you get a prompt to add your headphones to Find Hub. Bluetooth tracker tags are automatically added to Find Hub after pairing is complete. To add the accessory: Tap Add. If you don’t want to add the accessory: Tap No thanks. If you miss the notification, follow the steps below to add a previously connected accessory. Find your device. You can use tracker tags to help keep track of and find lost items such as keys, luggage, bikes and more. You shouldn’t use tracker tags to track pets or locate stolen items. Acceptable uses for tracker tags. You can locate your lost things with distance and directional guidance with Ultra-wideband (UWB) precision finding. Make sure your tag and phone both support UWB, and UWB is enabled in your phone's Settings app. For the best product experience, be sure your tags are charged. Important: UWB availability and performance varies by tag and device models with Android 13 and up. It is supported on devices including: Pixel 8 series and above (Pro models only) Samsung Galaxy S21 and above (Plus and Ultra models only) Motorola Edge and Razr For UWB troubleshooting questions, contact your tag manufacturer. Add previously connected headphones On your device, open Settings. Tap Connected devices. Select the device. Tap Find when disconnected Add. Tip: You can remove accessories from Find Hub at any time. Remove accessories from Find Hub. Post to the help community Get answers from community members 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 Current imagery automatically displays in Google Earth. To discover how images have changed over time or view past versions of a map on a timeline: On your device, open Google Earth. Search for places. To view a map over time, you can either: In the toolbar, click Historical imagery . Click View Historical Imagery. This feature isn’t available if you’re using the Map basemap. To enable this feature, change your basemap to Satellite. Select how you want to view the map. To turn on historical imagery view, at the top left, click Historical imagery . To turn on timelapse, at the top left, click Timelapse . A timeline appears. At the top right, click the timeline to explore the map over time. To find a specific time, you can either: Click the year you want to view in the timeline. Click Previous or Next . To lock the latest imagery, click Last page . To minimize the historical imagery toolbar, at the top right, click Collapse . At the top left, the toolbar remains active as a floating chip. To deactivate historical imagery, click Historical imagery . Tips: To optimize your viewing experience, 3D buildings feature is turned off when historical imagery is turned on. Satellite image availability is represented on the slider. Image availability may change as you explore. Years are marked by dots. Smaller dots indicate additional months. If a previously selected year becomes unavailable, its dot on the slider turns gray. Global coverage varies. Related resources Find & use location coordinates Import data from GPS devices 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