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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 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 high-traffic and low-traffic areas. Offline finding 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. 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. 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 Current imagery automatically displays a 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 base map. 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 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 device, open Settings. Forgot the email address you used 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 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 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 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

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