

Samsung TVs | Medium | 2 min read

Samsung account sign-in problems and Samsung account versus Apple or Google

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Samsung TVs ask for a Samsung account for some features. It is separate from your Apple ID or Google account, which confuses many people.

What the Samsung account does

A Samsung account lets the TV save your settings and use features such as SmartThings, certain apps and Samsung services. You can use the TV for basic viewing without one on many models, but some features need it.

Samsung account is not Apple or Google

- A Samsung account is created with Samsung, using an email address and password.
- Your Apple ID is for iPhones, iPads and AirPlay on your Apple devices.
- Your Google account is for Gmail, Android phones and YouTube.

Some services let you sign in to a Samsung account using a Google or Apple login. If you used that method, you must use it again rather than typing a password you never created.

If sign-in fails

1. Check the email address is spelled correctly.
2. Check the date and time on the TV are correct. On recent TVs, look in **Settings > General & Privacy > System Manager > Time**. The path can differ by model.
3. Check Wi-Fi is working by opening an app.
4. Try signing in on a phone or computer at the Samsung account website. If it works there, the TV is the problem; if not, reset your password from the website.

Forgotten password

Use the "forgot password" link on the Samsung account sign-in page and follow the email. Never give your password to anyone who phones or messages you claiming to be Samsung.

Signing in on the TV

The sign-in option is usually in the **Settings** menu or at the top of the **Home** screen. Look for a person icon or **Sign In**. Exact placement changes between models and years.

When to get more help

If you cannot recover your account, or the TV will not sign in even though the website does, contact Samsung support. Vision Tech can guide you through the steps safely.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.