

Email & online accounts | Medium | 2 min read

What to do with old accounts you cannot get into

Most of us have old email or online accounts we have forgotten. Some may still contain photos, contacts or links to other services. Do not worry. There are safe, official ways to try to get back in, and there are things to avoid.

Make a list

Write down the accounts you remember, the email address used for each, and any phone number it might be linked to. Check old emails and your browser's saved passwords for clues, as they may show where you have accounts.

Use only official recovery

- Go to the provider's own website, typed in yourself, and choose **Forgot password** or **Need help signing in**.
- Follow the steps. You may be asked to confirm a code sent to a backup email or phone number.
- Be patient. Providers can take time and may ask for details such as when you created the account.
- Do not use websites, social media posts or phone numbers that promise to "recover" accounts for a fee. These are scams.
- Never give your codes or password to anyone, even if they say they are from the provider.

If you cannot recover it

Some accounts cannot be recovered, especially if you no longer have the backup details. That is a security feature. Do not try to guess passwords repeatedly, as that can lock the account for longer.

Closing an account

If you do get in, first save anything you want to keep, such as photos, contacts and emails. Closing or deleting an account is usually permanent. Also check what else uses it to sign in, such as shopping sites or apps. Check the provider's official instructions for closing it.

If you cannot get in

Leave it alone. Accounts that are unused may be deleted by the provider after a long period. Make sure no important services depend on it, and change the contact email on any account that does.

When to get more help

Contact us if the old account is linked to your business or bank, if you believe it has been taken over, or if you want help working out which accounts still matter.

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.