Hamish@fellconsulting.com.au
www.fellconsulting.com.au
08 6115 0037

Google Analytics Account Recovery.

There are a range of reasons that you may lose access to your analytics account. Maybe it was set up by your developer and you no longer use them or they have gone out of business. Maybe it was accessed by a previous employee and they did not hand over the credentials when they left.

Recovering your analytics account is always the preferred option as it preserves your historic data which is crucial to allow you to make informed decisions.

Whatever the reason you cannot access your account if you follow this step by step process you will be able to recover your valuable analytics data.

Follow the flow diagram on page 2 and the steps below to help you regain access to your google analytics account.

1. If you know the email used to set up the analytics account and you have access to it go to http://accounts.google.com/signin and follow the forgotten password links.
2. If you don't know the email or you can access it try emailing other users in your organisation who may have access or know who has access, you would be surprised who can access these accounts.
3. If you still have no luck tracking down access then its time to enlist the help of Google. Start by heading to https://support.google.com/analytics/troubleshooter/7264014?hl=en and selecting the 4th option. Here you will find instruction for creating a .txt file that you need to upload to your site. Once you have created your file and uploaded it to your site you should complete the contact form and wait for google to contact you.
4. Google will email the existing site admin and let them know that you are requesting access to the account. If the owner of the account dose not respond in 7 days and you have provided all of the information requested by google then they will grant you access to the account.

For more help accessing your Analytics account email me hamish@fellconsulting.com.au.

Hamish Fell
CONSULTING

Hamish@fellconsulting.com.au
www.fellconsulting.com.au
08 6115 0037

```
┌─────────────────────────┐
│ Can't log into Analytics │
└─────────────────────────┘
              │
              ▽
         ◇ Is the account ◇ ──Yes──▷ ◇ Can you access the ◇ ──────────────Yes──────────────┐
           email known?                email account?                                        │
              │                            │                                                  │
              │                            │                                                  ▽
              │                  ┌──────────────────────────────────────┐     ┌──────────────────────────────────────┐
              │                  │ Email any user in your organisation  │     │ Go to http://accounts.google.com/signin│
              │                  │ who may have access                  │     │ follow the forgotten password links.   │
              │                  └──────────────────────────────────────┘     └──────────────────────────────────────┘
              │                            │                                                  │
              │                            ▽                                                  │
              │                      ◇ Other user has ◇ ─────────────────Yes─────┐            │
              │                        access?                                   │            │
              │                            │                                     │            │
              │                           No                                     │            │
              │                            ▽                                     │            │
              │         ┌──────────────────────────────────────────────┐        │            │
              │         │ Go to                                         │        │            │
              │         │ https://support.google.com/analytics/         │        │            │
              │         │ troubleshooter/7264014?hl=en and select the   │        │            │
              │         │ 4th option                                    │        │            │
              │         └──────────────────────────────────────────────┘        │            │
              │                            │                                     │            │
              │                            ▽                                     ▽            │
              │         ┌──────────────────────────────┐         ┌──────────────────────────────┐
              │         │ Verify domain ownership by    │         │     Admin Provides Access     │
              │         │ uploading a text file that    │         └──────────────────────────────┘
              │         │ google provides to your site. │                      │
              │         └──────────────────────────────┘                      │
              │                            │                                   │
              │                            ▽                                   │
              │         ┌──────────────────────────────┐                      │
              │         │ Complete the contact form     │                      │
              │         │ provided by Google            │                      │
              │         └──────────────────────────────┘                      │
              │                            │                                   │
              │                            ▽                      Yes          │
              │         ┌──────────────────────────────┐          ┌───────────┘
              │         │ Google will email the admin   │──────▷ ◇ Admin Responds ◇
              │         │ email on your behalf and wait  │
              │         │ 7 days for a response.        │           │
              │         └──────────────────────────────┘          No
              │                            │                        │
              │                            ▽                        │
              │         ┌──────────────────────────────┐           │
              │         │ Google will provide you with  │◀────No────┘
              │         │ access.                       │
              │         └──────────────────────────────┘
              │                            │
              │                            ▽
              │         ┌──────────────────────────────────────┐
              └────────▷│ Go to https://analytics.google.com/   │◀────────────┘
                        └──────────────────────────────────────┘
```