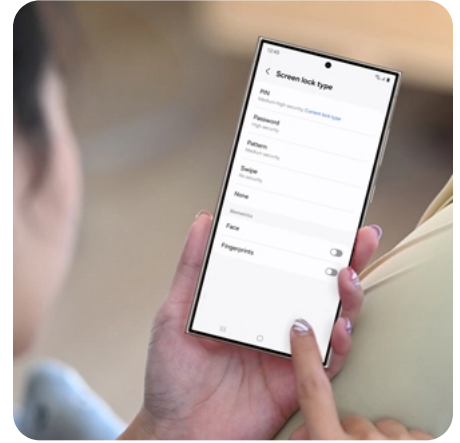


Unable to unlock Galaxy phone or tablet's screen

If your phone or tablet is not recognizing your PIN, pattern, password, fingerprint, or face unlock, rebooting the device or entering Safe Mode can help solve the problem. Sometimes you may be prompted to try an alternate method, like your password.



Checkpoint

A

B

C

D

Some things to check first

Cracked screen on device

Even if you cannot use the touchscreen on your device, you can access your data with a USB mouse and keyboard. Connect the mouse and keyboard to your phone or tablet using a USB adapter, and then navigate your device as needed. You can also back up your device's data by connecting it to a monitor.

Blank or black display on device

If your device displays only a blank or black screen, you may need to check the device, charger, and USB cable for damage. You can also try forcing a restart by pressing and holding the Power and Volume down buttons for 20 seconds, and then charging the device for at least one hour.

Feedback



Unlock Google Device Protection

When your phone or tablet is reset using the Recovery menu, it will ask you for your Google account information. Simply enter it the same way you normally do.

But here's what to do if the situation is a bit complicated:

- If you cannot remember any of your Google account information, you can send your device, along with proof of purchase, to an authorized Samsung Service Center.
- Depending on the version of Android on your device, you may be prompted to enter your previous screen lock PIN or password to unlock your device.
- If you have forgotten your password, you'll be able to create a new password through the [Google](#) website. However, Google may require a 24-hour cool-down period before the new password will unlock your device.
- If you have multiple Google accounts and don't know which account was set up with the device, you can visit the [Google Device Manager](#) and check to see if the phone or tablet is in the list of devices registered to the account.

Fingerprints are not working on a Galaxy Tab

If you are using a Samsung NotePaper or Samsung Privacy Screen cover with your Galaxy Tab, the in-screen fingerprint reader will not operate with the cover closed. Open the cover to use the fingerprint reader, or use your PIN, pattern, or password to unlock the device.

Galaxy S24 or other One UI 6.1 device

One UI 6.1 devices can remember your previous unlock for 72 hours. If you have recently changed your lock, tap the Forgot option, and you will be able to enter your previous PIN or password if you did not choose to delete it.

Exit Samsung Kids Mode

Entering a PIN is required to exit Samsung Kids. In the event you have entered the incorrect PIN five times in a row, you'll be instructed to send a blank email to kidshome.pin@samsung.com using your registered email address. You will then receive a response with a temporary password. Please check your spam folder if you do not receive the email response. You can use this temporary password to reset your PIN.

Did this resolve your issue?

If this didn't resolve your issue, please click on "No" for more help.

Yes

No



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We're here for you

Contact Samsung Support

Contact us online through chat and get support from an expert on your computer, mobile device or tablet. Support is also available on your mobile device through the Samsung Members App.

[Get support](#)

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