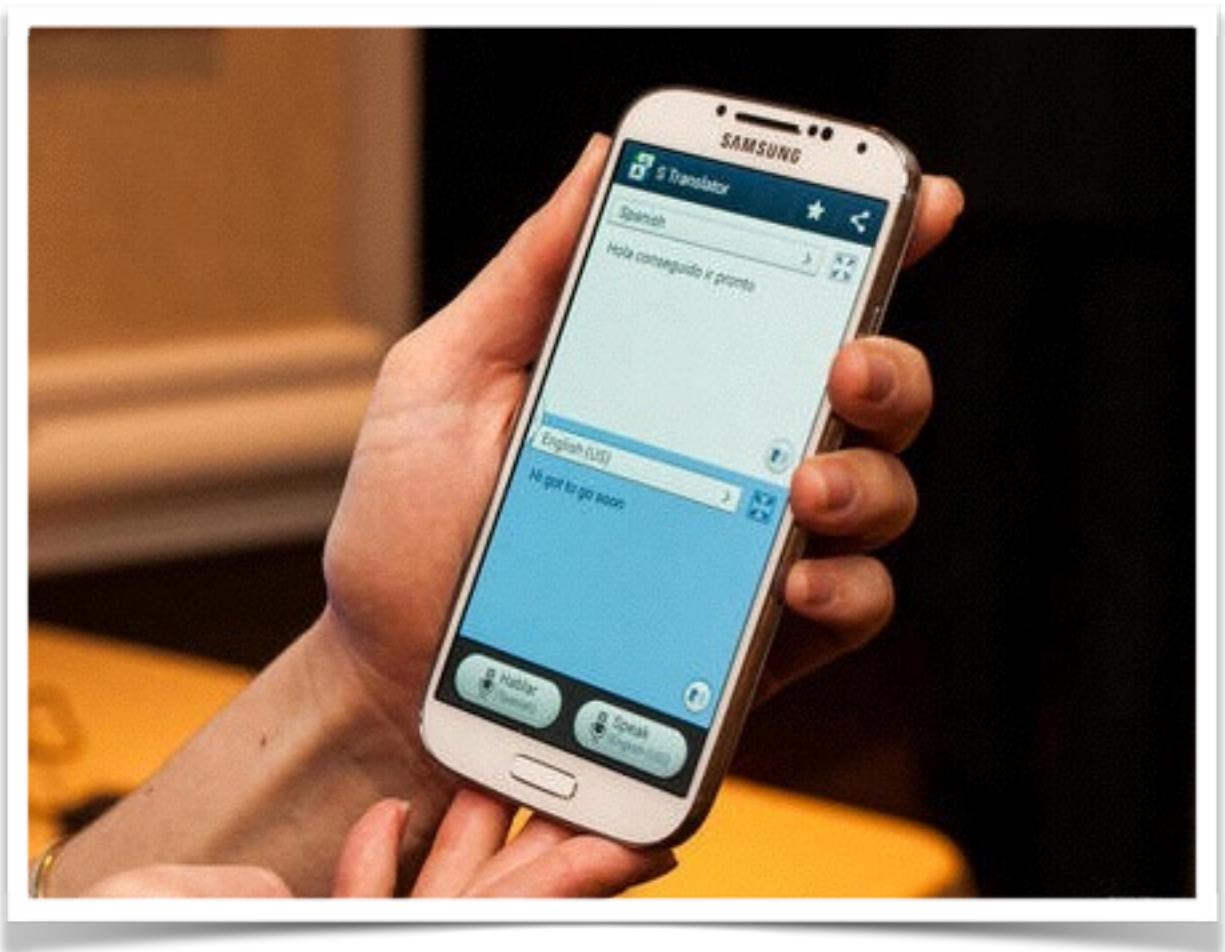


Samsung Galaxy SIV - *Unable to sign into Google Play Store*

Summary

This article addresses an issue with the Samsung Galaxy SIV where a customer gets an error message when logging into the Google Play Store informing them that their username and password are incorrect.



Warnings/Notes

This error message is rarely about the actual user credentials.

The problem is typically due to a bad a network connection interfering with the login process.

Steps

Troubleshoot the problem by performing each of the steps below in order.

1. Reboot the device

Rebooting a device can eliminate odd problems that are difficult to troubleshoot normally.

1. Locate the **power** button, on the right-hand side of the device about 1/4 of the way down the side.
2. Press and hold the **power** button until the options menu appears, about 1 second.
3. Tap Power off.
4. Tap *OK*.
5. Press and hold the **power** button to turn the device on again.
6. After the device has powered on, try accessing the Google Play Store.

2. Log into the Google Play Store with another device

Log into the Google Play Store with the customer's ID and password from a PC. This is the easiest way to determine if the problem is with the Google Play Store itself.

Have the customer sign in to the [Google Play Store](#).

Note: Make certain that the ID and password are correct. Over the course of trying to figure out the problem, the customer may have changed it, assuming that they'd been entering it wrong.

If they're able to log in, then the problem is most likely the network connection or with the Google Play Store app on the device.

3. Troubleshoot the data connection

Verify that the device has a good mobile data connection.

If the customer reports problems connecting to websites or other network-related issues, then it may be an issue with the carrier network.

If the problem occurs while the customer is on a Wi-Fi network, there are some troubleshooting tips in this article:

[Samsung Galaxy SIV - Can't connect to Wi-Fi or Wi-Fi is slow](#)

4. Troubleshoot the Google Play Store app

Clear Cache and Data of Play Store

1. From the Home screen, tap the *Apps* icon.
2. Tap *Settings*.
3. Tap the *More* tab.
4. Swipe left to the *All* tab.
5. Tap on Google Play Store
6. Tap Clear cache.
7. Tap Clear data.
8. Reboot the device.
9. When the device is ready, launch the Play Store and test.

Uninstall Google Play Store updates

1. From the Home screen, tap the *Apps* icon.
2. Tap *Settings*.
3. Tap the *More* tab.
4. Swipe left to the *All* tab.
5. Tap on Google Play Store
6. Tap Uninstall updates.
7. Reboot the device.
8. When the device is powered on, launch the Play Store and test.

5. Perform a Factory Reset

If the problem persists, then the cause could be some corruption in the system software. Performing a Factory Reset will reinstall the OS, overwriting any corruption. It will also delete all of the customer's data on the device. Make sure they understand this and have a chance to back up their data.

[Samsung Galaxy SIV - Perform a Factory Reset](#)

Outcome

The customer should be able to log into the Google Play Store normally.