

[Account & subscription](#)

Restore Web Protection access or connect another Android device

Recover existing access, restore a Google Play purchase, and handle device limits without creating an unnecessary second purchase.

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READ TIME

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Use the same account or payment source that holds your Web Protection access. A Google Play account used to pay and a Gridinsoft account used to manage devices are related through the purchase flow, but they are not interchangeable sign-in credentials.

01 Restore a Google Play purchase

1. Install or update Web Protection through Google Play using the Google account that made the purchase.
2. Open the app's access or purchase screen.
3. Use **Restore purchase on this phone** or **Restore purchases**, depending on your version.
4. Wait for verification and check the resulting access status. If the purchase belongs to an existing Gridinsoft account, follow the sign-in prompt for that account.
5. Return to Protection and enable it if needed.

Explicit restoration of a guest purchase replaces its previous guest installation. It is not a way to keep an extra phone active beyond your plan. Other account devices are unchanged. If verification is delayed, use **Check access** or retry restoration; do not purchase the same access again.

02 Reconnect a saved Gridinsoft account

Choose **Sign in to existing account** or **Already subscribed? Sign in**. Complete the browser sign-in and device consent, then return to the app. If offered your existing device, select it to reconnect instead of consuming a new slot.

For website guest access, confirm your saved email before relying on account recovery. A purchase made from the guest app can remain restricted to that installation until ownership is verified.

03 Device limit reached

Check the connected devices in your verified Gridinsoft account. Disconnect only a device you no longer use, then retry the new phone's connection. Disconnecting revokes that device's access. Local sign-out does not free the server-side slot.

Choose the account that owns the plan if more than one account is available. Do not create duplicate registrations to work around the limit. If the purchase is missing or the old device cannot be identified, contact Support with the order reference, installation source, app version and error text.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

[Open this guide online at support.gridinsoft.com](https://support.gridinsoft.com)