

Contractor Guide: Google Home App Setup

This document outlines how to create and use a Google Home account for individuals who install and set up Google Nest thermostats via mobile devices. The Google Home app (GHA) is required for the installation of the Nest Thermostat and Nest Learning Thermostat (4th gen).

These steps will be similar on other Android and IOS devices but may be in a different order with slightly different terms.

With system and software updates continually changing, these required steps may look slightly different. Some prompts, such as privacy and terms of condition, phone number, and permissions may differ based on your personal device, and if you have used Google services before.

Summary of instructions:

Download the Google Home App, create or login to a Google account, then set up a demo home.

To use the GHA on an iOS or Android device, you'll need:

- Compatible mobile device (tablet or smartphone)
 - **Android:** Android 8.1 or later. Use Google Play services to install the Google Home app
 - **iOS:** iOS 16.5 or later. Use the App Store to install the Google Home app
- Google or Gmail Account
 - **Existing** Gmail address **OR** email address outside of @gmail.com
 - **Create a new** Gmail address for your work or business
- Latest version of the Google Home app installed on mobile device and linked to preferred Google or Gmail account

After the Google Home app is installed on your mobile device:

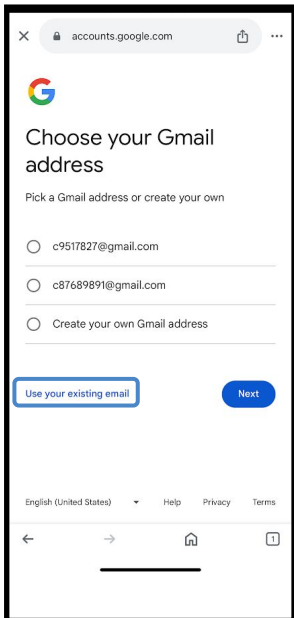
1. Launch Google Home app
2. Enable and accept use of "bluetooth¹ and local network devices² when prompted by selecting "Allow"
3. Select "Get Started" → Choose an account (to link and log in to the Google Home app)
 - 1A.** If you're using an **existing non-@gmail.com email address**, please create your Google account on a desktop or use incognito mode in your mobile browser in steps 1A
 - 1B.** If using an **existing Gmail address**, follow steps outlined in 1B
 - 1C.** If creating a **new Gmail address**, follow steps outlined in 1C

1. May be referred to as "Nearby Devices"
2. May be referred to as "Location Access"

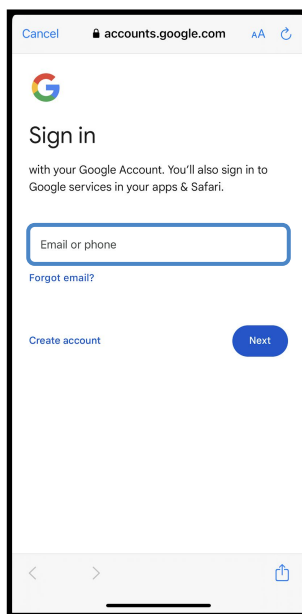
Sign up to be a Nest Pro today
g.co/nestpro



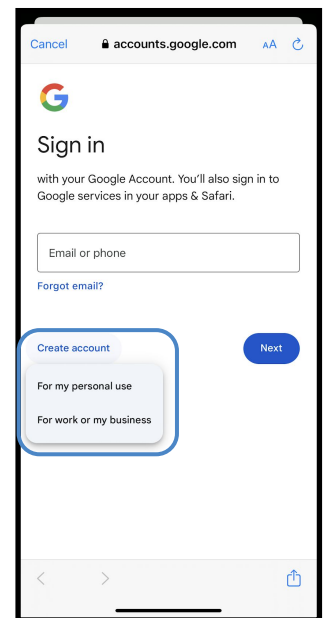
1A. Use an existing non-@gmail email address <small>(For help with this process, see this support page)</small>	1B. Use an existing Gmail address	1C. Create a new Gmail address
<ol style="list-style-type: none"> On a browser on a mobile or desktop, open myaccount.google.com in an Incognito window or equivalent Click the icon on the left corner and select "Create an account" Input first and last name → Next Input birthday information Select "Use your existing email" to input existing work email This will prompt a verification code to be sent to the email address entered, retrieve code and input when prompted Create a password (will need for future login) → Tip: Save your password in a password manager Read privacy and terms, enable/disable any personalization options and select "Agree" to continue <p>You have completed linking an existing email account to the Google Home app</p>	<ol style="list-style-type: none"> Select existing Gmail if displayed or select "Use another account" to input Gmail address → Select "I agree" Select "Continue" when prompted with "Google Home wants to use google.com to sign in". This step links your Google Home and Gmail account, reducing the need to log in repeatedly Enter Gmail credentials to login Read privacy and terms, enable/disable any personalization options and select "Agree" to continue <p>You have completed linking an existing gmail account to the Google Home app</p>	<ol style="list-style-type: none"> Select "Use another account" → Select "I agree" → Select "Continue" when asked to allow Google.com to sign in Select "Create account" → Select "For my work or business" Input first and last name → Next Input your birthday Choose suggested gmail addresses or manually input one not in use Confirm you're not a robot by inputting the phone number you want verifications to be sent to. This is helpful when recovering account information if forgotten in the future Read privacy and terms, enable/disable any personalization options and select "Agree" to continue <p>You have completed linking a new gmail account to the Google Home app</p>
<p>Continue to steps 2A or 2B to create a demo home in a new or existing account in the Google Home app</p>		



1A. "Use your existing email" step



1B. Existing gmail address



1C. Create new gmail address

2A. Create a Demo Home on a new Google Home account	2B. Create a Demo Home on an existing Google Home account
<ol style="list-style-type: none"> 1. Select “Create a home” 2. Name your home → Examples: Demo Home. Nest Pro ID, Company Name 3. Input work address when “Home address” is prompted or select “Skip” to continue 4. Confirm location / address 5. Select newly named home 6. Select “Next” when “Welcome to the new Google Home” screen is displayed 7. “Choose your favorites” → “Not Now” or “Save” 	<ol style="list-style-type: none"> 1. Select “Settings” icon on the bottom navigation tab 2. Select “+ Add” 3. Select “Home” 4. Name your home → Examples: Demo Home. Nest Pro ID, Company Name 5. Input work address when “home address” is prompted or “Skip” to continue 6. Confirm location / address 7. Select newly named home 8. Select “Next” when “Welcome to the new Google Home” screen is displayed 9. “Choose your favorites” → “Not Now” or “Save”
<p>You have completed creating a demo home and are ready for install</p>	

Notes:

- You can have up to 5 homes in the Google Home app per account. To toggle between homes, hold the home name displayed on the **left corner** of the Google Home page and select a different home
- When using the Pro Setup, designed for pro installation of the Nest Thermostat and Nest Learning Thermostat (4th gen), the thermostat devices will not appear on your home account after install is complete. Devices can be added and installed through the **“Device”** icon on the bottom **navigation tab**

Tips for managers:

- To streamline service calls, encourage team members to download the Google Home app and set up their home profiles in advance
- If you use mobile devices with Device Management software or Identity management services, work with your company’s IT department to ensure the Google Home app is approved or pre-installed on company-issued mobile devices
- There may be other settings specific to the Device Management platform that need to be adjusted. Refer to the Device Software manufacturer to ensure that users can complete the required steps outlined above

Sign up to be a Nest Pro today
g.co/nestpro

