

Google Apps- Problem logging in from home

“Help, I can’t login to Google Apps from home!”

Q: "I can't login to Google Apps from home, what gives?"

A: We've received a number of reports recently where users are unable to login to their GAFE accounts from home when prompted to enter the city in which they "typically" login from. This occurs because Google tracks IP addresses for user logins, which assists them in identifying patterns of account activity that they use to prevent hackers from gaining access to these accounts.

Q: "That's great, but why does it not let me in when I enter my city?"

A: You may have not considered it, but the reason you may be asked to enter your city is because Google is seeing your "home" IP address as something much farther away than the city associated with your IP address at school. Though you may be physically located in or near the same city as your school, the school's network and Internet Service Provider (ISP) may be listed in another city. This is particularly important for DoDDS schools located on military installations in foreign countries.

Q: “OK, so how do I figure out what city I need to enter when Google asks?”

A: While at school, perform the following steps to retrieve the city Google tracks in your account activity:

1. Click the link to navigate to the security checkup page: <https://security.google.com/settings/security/secureaccount>.
2. Once logged in, follow the prompts on the screen. Feel free to skip the part that requests a Recovery Phone Number.
3. You'll see the city(s) listed in your Recent Activity under the Approximate Location column. Click the arrow next to the city to expand the view and check the details of the recent activity. If the activity looks authentic, make a note of the city so you can enter this information when accessing from home. Click the “Looks Good” button if you can verify the activity in the account is correct. If there is any suspicious looking activity, click the “Some of these look suspicious” button.
4. Feel free to complete the Recent Activity checkup by reviewing your account permissions. This would be a good time to revoke access from applications that you may have accidentally granted in the past. However, please exercise caution not to revoke access from Schoology, the DoDEA eLearning Portal, or Google Drive.