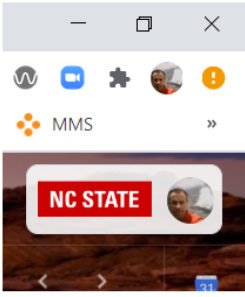
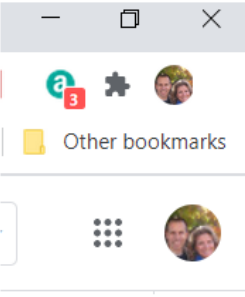
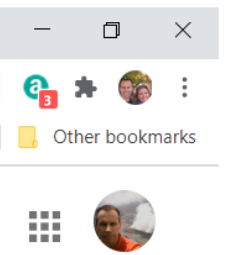
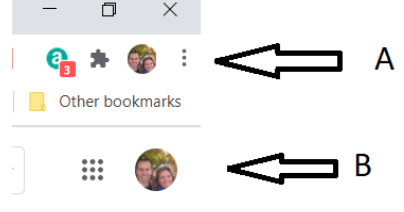


Google Account Management and Authentication

If you are like most of us here at NC State, you have two Google accounts--a personal account and your NCSU account. Many resources at NC State require that you authenticate with your NCSU credentials to access them. Sometimes you are browsing and come across just such a resource, but after authenticating you still cannot access the resource. The likely reason for the problem is that you have credentialed a **browser tab** with your NCSU credentials, but not your **browser window**. Your browser window continues with your personal Google account credentials. This is what I am talking about in picture form:

I have different portraits associated with my personal  Google account and with my NCSU  account. This helps me know which account my browser and my individual tabs are using.	
In the picture to the right, both my browser and tab instance are using my NCSU Google account credentials.	
In the picture to the right, both my browser and tab instance are using my personal Google account credentials.	
Problems arise when I try to access my NCSU account by opening up a new TAB from a browser that I have already authenticated to my personal Google account, and authenticating with my NCSU credentials by going to MyPack, for example. When I do that, this is what it looks like. I have authenticated a tab with my NCSU credentials but the browser's default credentials are associated with my personal Google account.	
There are two solutions to resolve the problem (closing the browser is not the solution): • Solution 1: Log out of Chrome and your personal Google account and then log in to Chrome using your NCSU credentials. You must click on your account photo (B in the image to the right), and choose “sign out”.	

- **Solution 2 (preferred):** Open up a new instance/window of Chrome with your NCSU account (rather than a new tab). To do this, click on your picture for your personal Google account (E in the image to the right, and A in the image above.). Next, click on your other account (F in the picture to the right). This will open a new browser window with your NCSU credentials. Keep both browser windows open. Problem solved!

