UNION COLLEGE FOUNDED 1795 | INFORMATION TECHNOLOGY SERVICES

2-step Verification for Google Apps

Overview: This document is intended to walk you through the necessary steps to configure 2-step verification for your Union College Google Apps account, which includes Gmail, Google Drive, and other Google Apps for Education services. Two-step verification provides an additional layer of security to help prevent unauthorized access to your account.

IMPORTANT: Users who do not own cellphones or do not regularly carry one with you, please **DO NOT** enable 2-step verification at this time. ITS will provide further information for this situation in the near future.

Note: Voice and data charges from your cellular service provider may apply when 2-step verification is enabled. Please review your plan documentation and check with your service provider for further details.

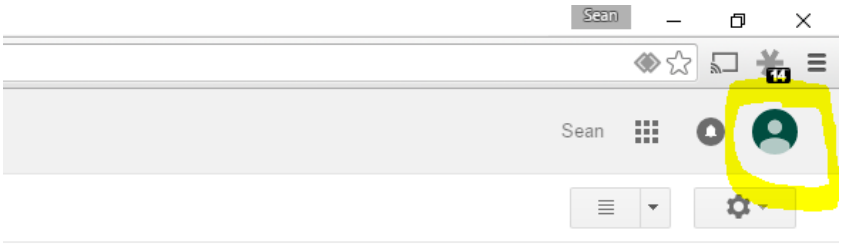
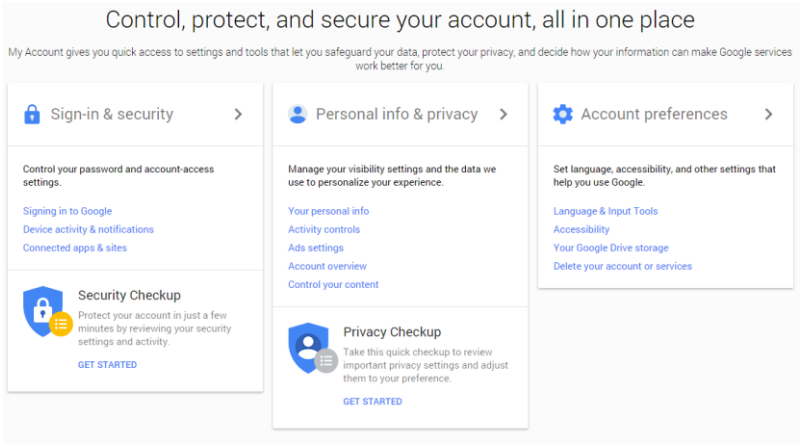
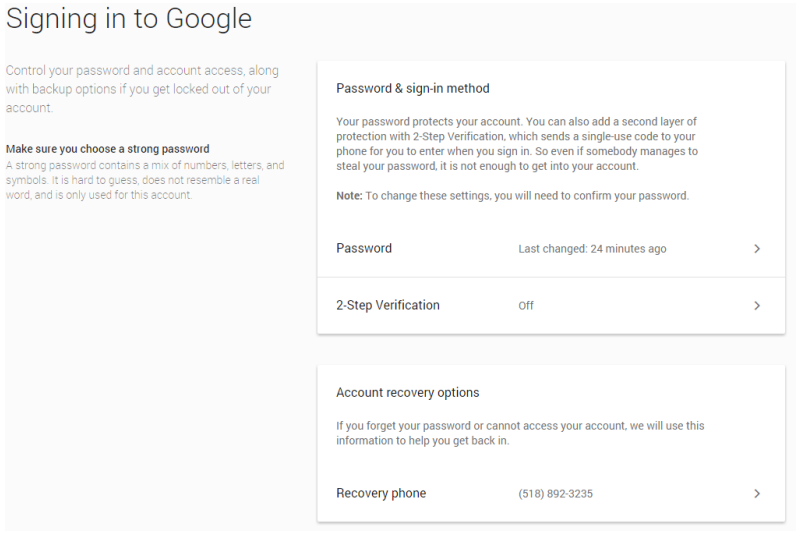
Helpdesk contact information
Email: helpdesk@union.edu
Voice: 518-388-6400 or x6400

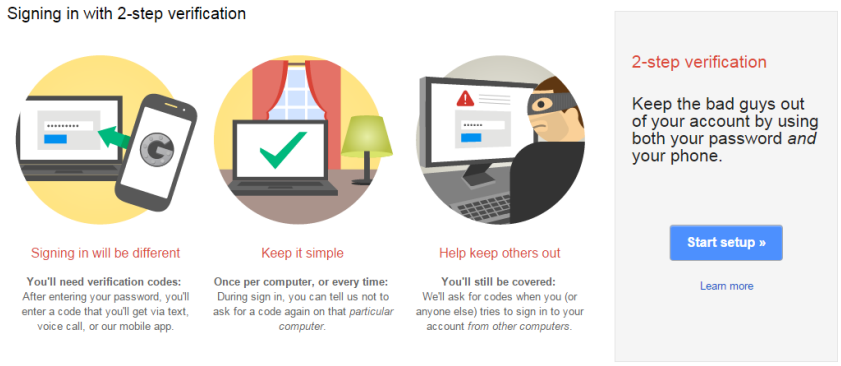
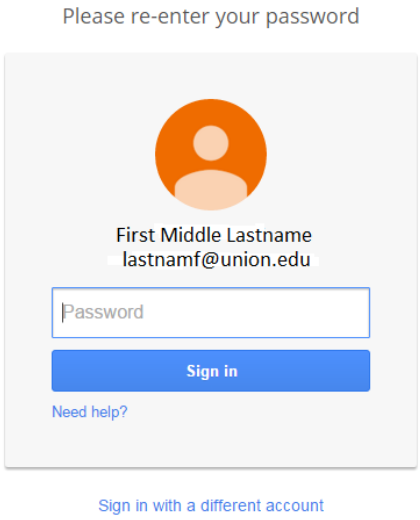
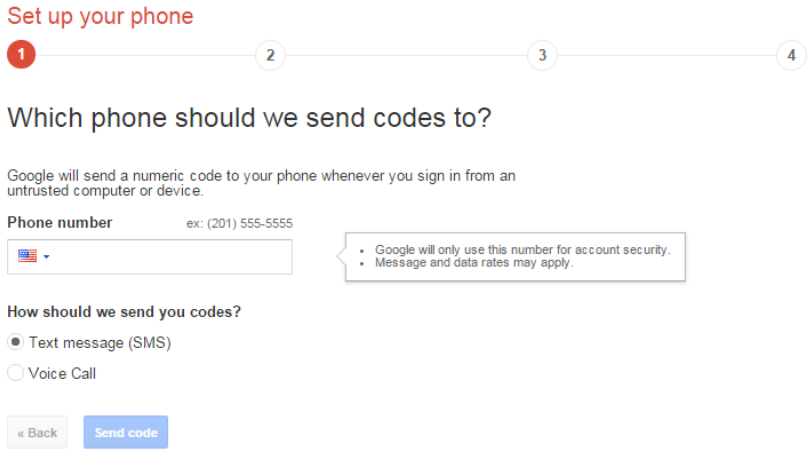
Let's get started!

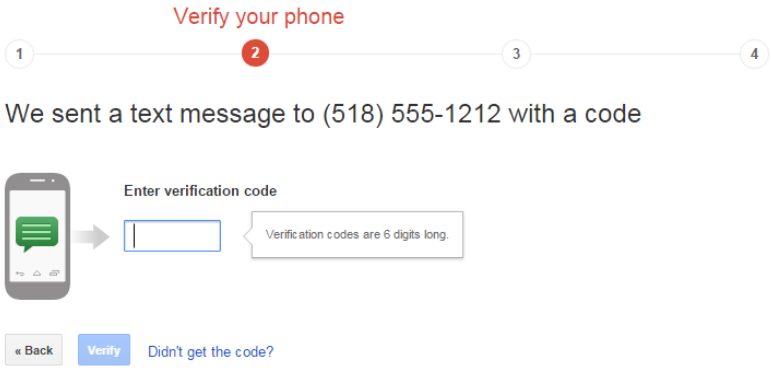
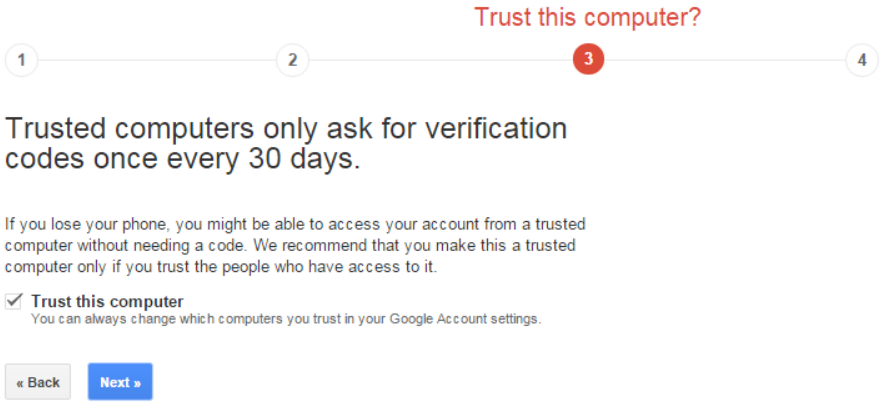
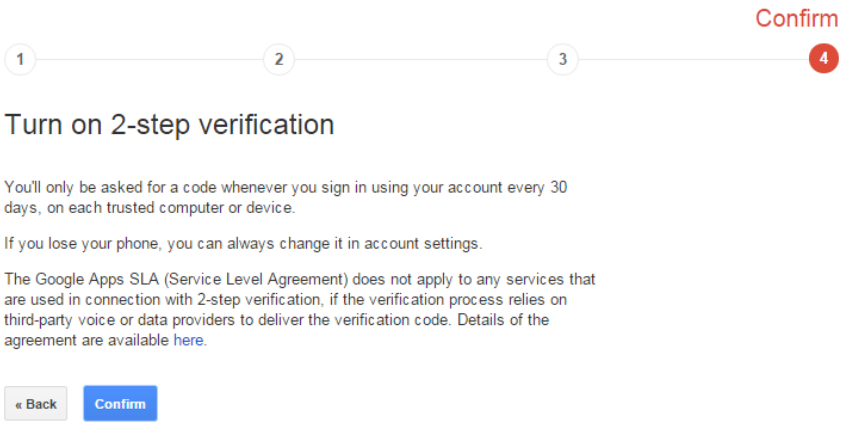
1. Sign into your Union College Google account with your Union credentials here: https://accounts.google.com

   Note: You must be using a web browser to complete this process. If you are already logged into Union College mail in a web browser, please start at Step 2.

   You may be prompted to add a recovery phone number if you have not set one up already for your Union College Google Apps for Education account. Please add your primary cell phone number using the guided prompts that Google provides.

2. If you are already logged into Union College mail in a web browser, please click your account icon in the top right hand corner of your email (highlighted in the circle pictured on the right). On the menu that appears, click the blue **My Account** button and proceed to step 3.	
3. You should now see the page pictured to the right. Click **Signing in to Google** under the **Sign-in & Security** sub-section**.**	
4. You will now see the page pictured to the right. Please click **2-step Verification**.	

5. Review the information provided in the 2-step verification overview and then click **Start setup**.	
6. You may be prompted for your password to confirm secure access. If there is no prompt, please continue at step 7.	
7. Enter your primary cell phone number and choose method of receiving codes (text message recommended). Then click **Send code**.	

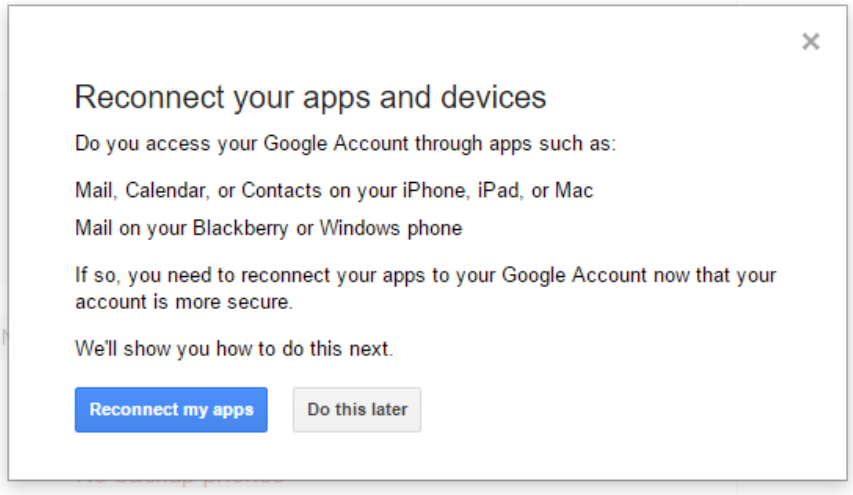
8. Look for a six-digit code to be sent to your cell phone. There are occasionally delays in receiving text messages of at most a couple of minutes.	
9. You will be asked if you want to **Trust this computer**. This means you will not be prompted for a code for signing into any Google Apps for Education service for 30 days by the trusted computer. You will still be prompted for codes to log into your account on any untrusted device. Click **Next.** CAUTION: Do not check the box to **Trust this computer** on any public or shared access computer or device!	
10. Click **Confirm** to save the 2-step verification settings that you have just configured.	

11. You may receive a prompt to **Reconnect your apps and devices**.

    Click the button to **Do this later**.

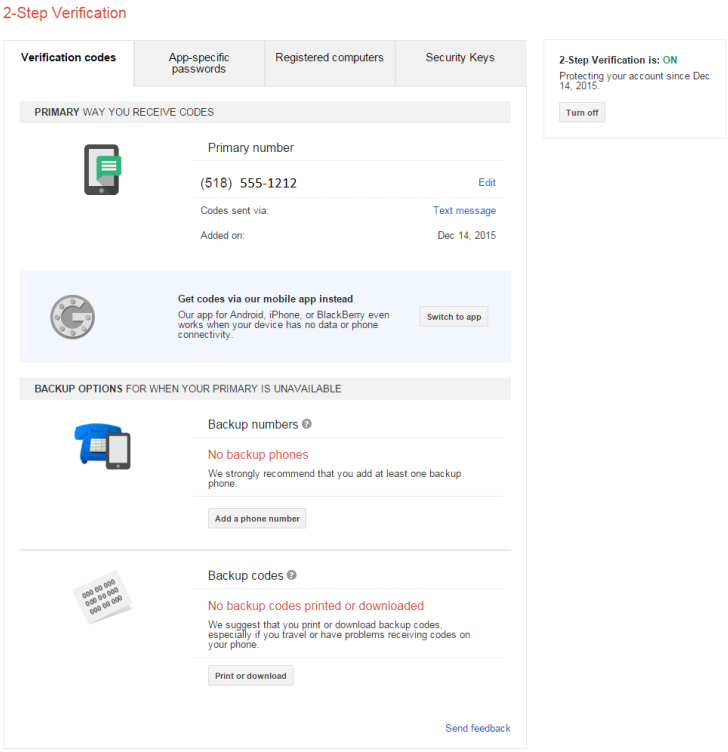
    Then click the **OK** button to confirm this choice.

    Note: Step 16 will provide further information with regard to reconnecting your apps.



12. You are now enrolled in 2-step verification and will be redirected to the 2-step verification configuration page.

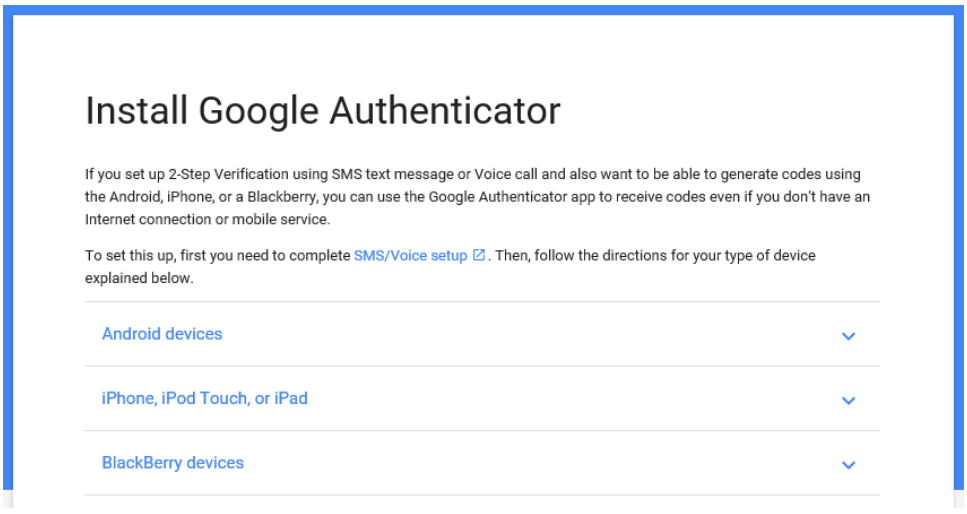
    You should take this opportunity to set up **BACKUP OPTIONS** to access your Google Apps for Education account in the event your cell phone is lost, stolen, or otherwise inaccessible.

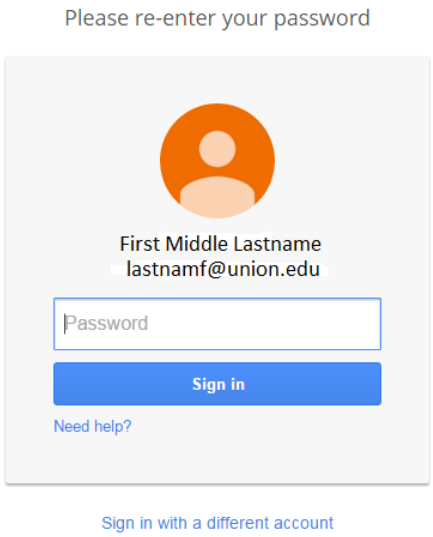
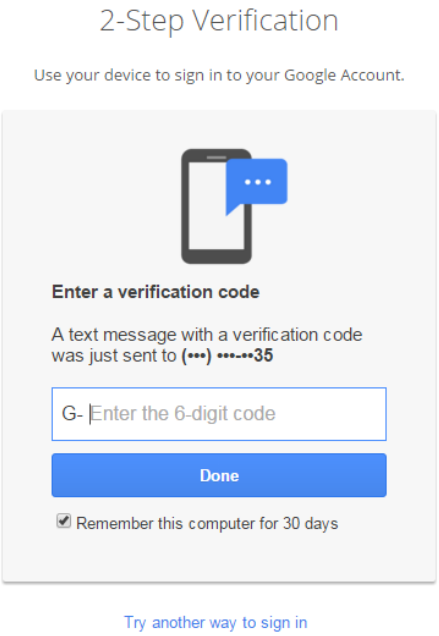
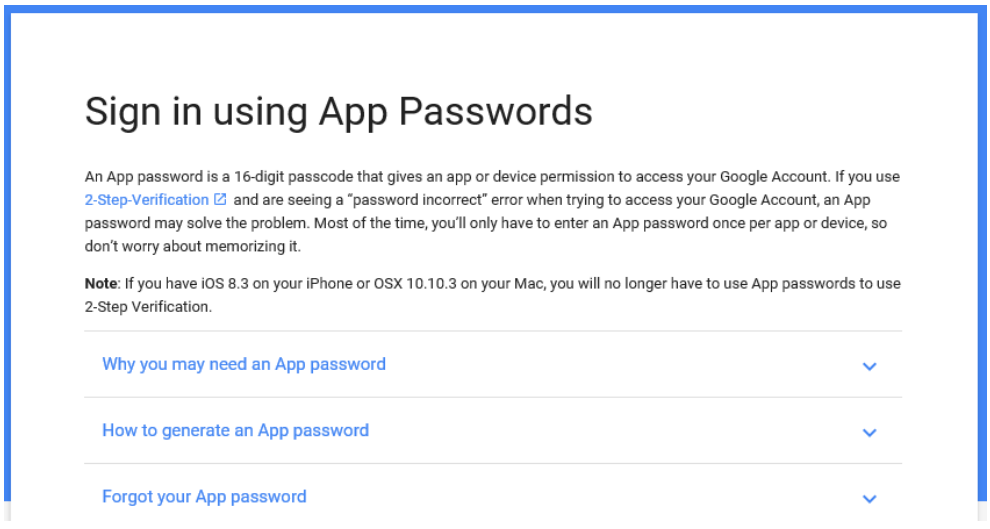


13. Worried about not receiving codes? At the same settings page in step 15 you also have the opportunity to use an app on your phone to produce codes called Google Authenticator.

    Instructions for setting this up can be found here:

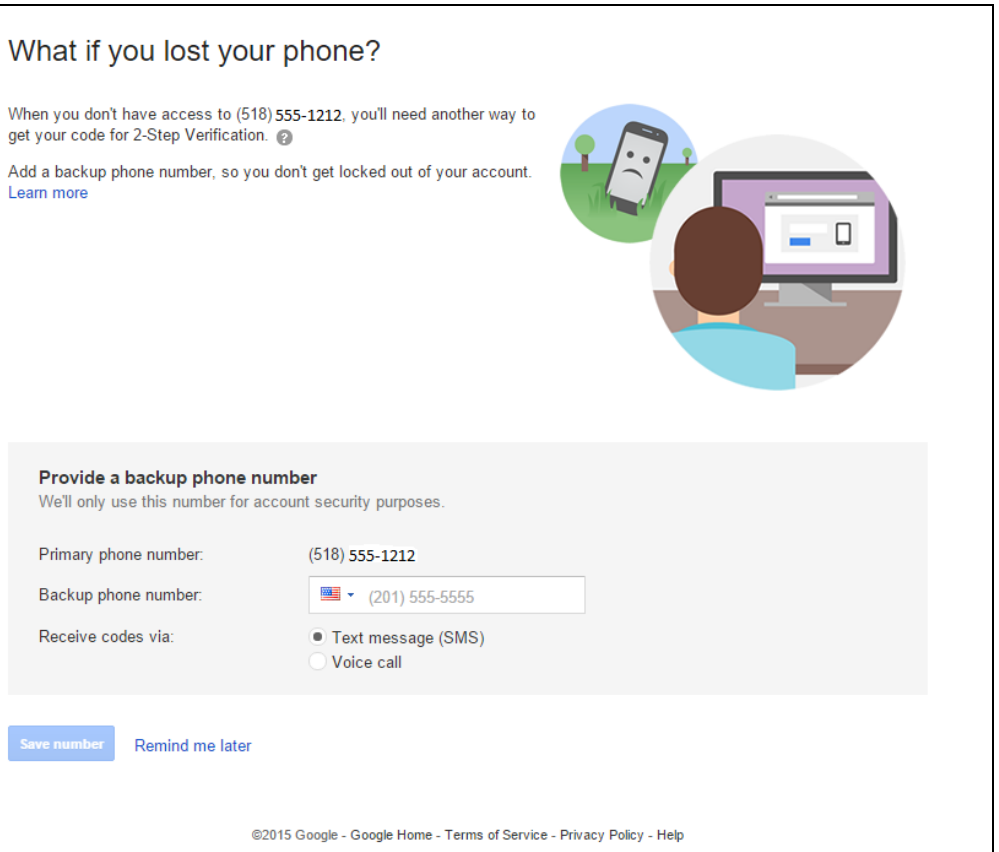
    https://support.google.com/accounts/answer/1066447



14. To begin using 2-step verification, sign out of your account, and then sign back in. You will encounter your typical username and password prompt.	
15. If you have not set the device you are logging in on as a trusted device, you will see prompt for a code, which you should look for on your cell phone. Remember, if this is a public or shared device, you should uncheck the **Remember this computer for 30 days** checkbox to protect your account.	
16. In some cases, you may be using applications that don't support the texted codes. They will need specific application codes configured. If you are having trouble logging into this type of application on your computer, your tablet, or your phone, more information can be found here: https://support.google.com/accounts/answer/185833	

17. When you log in, you may be prompted again to set up backup methods to get codes.

    CAUTION: This is optional, but please remember, if you do not have a valid code, you will not get into your account.



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