Google Sign In - FAQs for Administrators

Google Sign In is an authentication method that allows users to log into your institution’s EBSCO resources and to create a personal My EBSCOhost account using their Google account credentials.

Note: Google Sign In is not available to users of Dynamic Health, DynaMed and DynaMed Plus.

How do I enable Google Sign In for my users using EBSCOadmin?

While these settings are typically enabled by default in EBSCOadmin, you can ensure this is the case for your account using the following steps.

**Step 1: Enable Personalization and Google/Social Authentication**

2. Click the Site/Group Maintenance link in the upper right of the screen.
3. Click the Group tab and click the name of the group for which you would like to enable Personalization.
4. Check the box for the Personalization Allowed setting.
5. Check the box for the Enable Google/Social Authentication setting.
6. Click **Submit**.

In addition, if you would like your users to be able to authenticate into EBSCOhost, *EBSCO Discovery Service*, and *Explora* using their newly created My EBSCOhost account, you can enable Personal User Authentication.

**Step 2: Enable Personal User Authentication**

1. Click the **Authentication** tab at the top of the EBSCOadmin screen.

2. Click the **Personal Users** sub-tab.

3. Set the **Enable Personal User Authentication** radio button to **Yes**.

4. Click **Submit**.

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**Am I able to batch upload Google accounts for my institution's users?**

Because users are required to provide consent to Google to allow access to their accounts, batch uploading is not available for Google Sign In.

**Can I change the User Group my patrons authenticate into via their Google credentials?**

Yes, you can reassign individual Personal User accounts to a different group in EBSCOadmin. However, this may affect your patrons' ability to access items they have saved to their personal folder, depending on the databases available within the profiles in the user group to which they are reassigned.

**To reassign Personal User accounts to a different user group:**

2. Click the **Authentication** tab at the top of the EBSCOadmin screen.

3. Click the **Personal Users** sub-tab.

4. Click the hyperlinked **User Name** for the account which you would like to reassign.

5. Select the new user group from the **Group ID** drop-down menu.

6. Click **Submit**.

**Why are my users receiving an error message when they try to log in to EBSCO resources using their Google account?**

If a user receives an Authentication Error Code 134, this means they have not yet authorized their Google account with your institution. Users must first log in to your library's EBSCO resources through your institution before they can create personal My EBSCOhost accounts. If a user receive an Authentication Error Code 104, this means that your institution does not allow users to log in to EBSCO resources using their Google credentials. If you wish to enable Google Sign In for your users, please see the first FAQ on this page.

**How do I disable Google Sign In for my Institution?**

If you choose not to make Google Sign In available to your patrons, it can be disabled in EBSCOadmin using the following steps.

**To disable Google Sign-In:**


2. Click the **Site/Group Maintenance** link in the upper right of the screen.

3. Click the **Group** tab and click the name of the group for which you would like to disable Google Sign In.

4. Uncheck the box for the **Enable Google/Social Authentication** setting.

5. Click **Submit**.

**See also:**

- [Google Sign In FAQs (for end users)](https://help.ebsco.com/interfaces/EBSCO_Guides/Google_Apps_for_Education/Google_Sign_In_FAQs_for_Admins)