Google Sign In & FAQS

What is Google Sign In?

Google Sign In allows you to log into your library's EBSCO resources and to create a personal My EBSCOhost account using your Google login credentials (i.e. Gmail account).

Benefits of using Google to authenticate include:

- **Easier access:** You don't need to remember additional login credentials to access your My EBSCOhost account.
- **Increased security:** EBSCO does not store Google usernames and passwords.

*At this time, Google Sign In is only available with the creation of new My EBSCOhost accounts.*

To sign into EBSCO with your Google account:

1. Go to [https://search.ebscohost.com](https://search.ebscohost.com).
2. Click the **Sign in with Google** button above the EBSCO login method.
   - If you are already logged into your Google account, you are seamlessly authenticated into EBSCO.
   - If you are not logged into your Google account, you are presented with the Google sign-in screen to enter your credentials (i.e. username and password) before being logged into EBSCO.

To create a personal My EBSCOhost account with your Google account:

1. Log into My EBSCOhost, EBSCO Discovery Service or Explora with your institutional credentials. (IP address, Username/Password, Library Bar Code, etc.)
2. Click the **Sign In** link in the top toolbar.
3. Click the link to create a new account.

![Sign in](image)

**Note**: You can also click **Sign in with Google** on the EBSCO login screen.

4. If you are on the **Create a new account** screen, click the **Sign up with Google** button.
   - If you are already logged into your Google account, you are prompted for permission to associate your account with EBSCO.
   - If you are not logged into your Google account, you are presented with the Google sign-in screen to enter your credentials (i.e. username and password).
   - If you do not have a Google account, click **More Options** and select to create a new account.

5. After successful Google sign-in, click **Continue** to confirm you wish to create a new account using your existing Google credentials.

6. Click **Continue** after your account has been created.

**How do I sign into my personal My EBSCOhost folder account using my Google account?**

If you have already created your personal account with Google, you can sign into your account at any time.

**To sign in to your personal account with your Google credentials:**

1. Sign into EBSCOhost, EDS or Explora at [https://search.ebscohost.com](https://search.ebscohost.com) with your institutional log in credentials.
2. Click the **Sign In** link in the top toolbar.
3. Click the **Sign in with Google** button.
   - If you are already logged into your Google account, you are seamlessly authenticated into your personal account.
   - If you are not logged into your Google account, you are presented with the Google sign-in screen to enter your credentials (i.e. username and password).

After successfully logging into Google, you are returned to the previous screen you were on.
Can I use my existing personal My EBSCOhost account to log in with Google?
At this time, you must create a new My EBSCOhost account using your Google account to use this authentication option.

Can I use my institutional GSuite for Education account to log in to EBSCO?
Yes. Your GSuite for Education account can be used to log into EBSCO. Simply enter your institution's GSuite e-mail at the Google Sign In prompt.

Are my existing folder items carried over into my new My EBSCOhost account?
Because you must create a new account in order to use your Google account credentials, the folder items you have previously saved do not appear in your new account. However, you can merge your existing folder account with your new My EBSCOhost account and your folder items will be available.

To learn more about merging accounts, see: How to Merge Personal User Accounts. (see below)

Why am I unable to sign in to EBSCOhost, EDS, or Explora with my Google account?
If your library's administrator has not enabled Personal User Authentication for your institution, you will not be able to use the personal My EBSCOhost account you created with your Google credentials to log in. Your Google credentials would only be used for logging into your personal folder account.

Please contact your institution's library administrator for more information.

I received an error message when I tried to log in using my Google account? What should I do?
If you receive an Authentication Error Code 134, this means you have not yet authorized your Google account with your institution. You must first log in to your library's EBSCO resources through your institution before you can create a My EBSCOhost account. If you 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.

Why did I receive a message that I must re-authorize my credentials to sign in to EBSCOhost?
Depending on how your administrator has configured your personal account, you will be required to periodically re-authorize your credentials between every 90 to 365 days.

To re-authorize your personal account, begin by logging into EBSCOhost using your institutional credentials, i.e. IP address, ID and password, library bar code, etc.

After logging in, click the Sign In link and sign in to your personal account with Google. Once you are signed in, your account is re-authorized.

Can Google access information about users if Google Sign In is enabled?
Google Sign In is an authentication method that people frequently use to log in to websites, and this option is now available to EBSCO users. If enabled by your library's administrator, Google Sign In allows users to:
1. Access your library’s EBSCO resources.
2. Create a personal My EBSCOhost folder.

If a user creates an EBSCO account using Google Sign In, the only personal information that EBSCO retains is the user’s Email Address, First Name and Last Name.

If a user is accessing through a COPPA Interface, like Explora, EBSCO only retains the user’s First Name. Google does not have access to any data on what a user is accessing through EBSCO resources (including a user’s personal My EBSCOhost folder).

Similar to the EBSCO personal folder, Google Sign In users will be required to consent to the EBSCO data collection policies and can access settings to remove their personal user account and all personal information or request a report on the information being collected.

The EBSCO Merge Accounts feature allows you to merge account information (saved articles, searches, alerts, videos, etc.) from one Personal User Account into another. Once your accounts are merged, the account that contained the data that was merged into the target account is removed and no longer exists on the service.

How To merge your personal user accounts:

1. Log into EBSCOhost/EDS with the Personal User folder account to which you would like to merge another account.
2. Click the Update My Account link in the top toolbar. Note: For security purposes, you will be required to sign in again.
3. Click the Get Started button for the EBSCO Merge Accounts option.
4. Click the Sign in to your second account button with the credentials for the account that has the data you wish to merge into the account you have already logged into.
5. Enter the User ID/Password for the second Personal User account or click the Sign in with Google button to sign in with your Google account.

**Note:** If you sign in with your Google account, make sure that this is the account under which you already have saved articles, searches, books, etc. Do not unintentionally create a new account that has no previously stored items.

6. Confirm the accounts you are merging are correct and click the **Merge Account Data** button.
7. Click **Continue** to confirm you wish to continue with the merge of your accounts.

   **Note:** Once you click to merge accounts, this action cannot be undone.

   **Note:** If your account is associated with a deliverable email address you will receive an email when your accounts have been successfully merged.

   If no email address is associated with your account, you receive a message confirming that your request has been accepted and your content will be available in the target account shortly.
Troubleshooting

Accounts cannot be merged at this time

The following conditions will prevent you from merging your accounts until they are resolved.

- The account you are merging has pending or existing Continuing Medical Education credits.
- The account you are merging has an eBook checked out. You will need to check in any checked out eBook titles in order to merge your accounts.

Merge Account Alert

The following conditions will not prevent you from merging your accounts, but you may want to be aware that they may cause some items to not be merged into the target folder.

- The folders being merged were created while logged into different institutional accounts. Because available content may differ between institutions, only the content in the folder to be merged that is available from the institution through which the target account was created will be merged.
- The account to be merged has a role assigned to it, such as a Nursing Reference Center Plus administrator role used to create and edit notes on articles. If you continue to merge this account into the target account, that role will not be carried over.
- The account to be merged has active holds on EBSCO eBooks. You can continue merging the accounts, but those holds will be deleted and not merged to the target account.