Google Login Challenge: How, When, and Why

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This article provides guidance regarding Google's Login Challenges. More specifically, it is designed to describe when they appear, why they appear, and what you can do about it.

> **Note:** This article only applies to students whose Google accounts were created **before December 2023**.

Account security is of utmost concern for both Google and Wharton Computing. When Google determines that a user is logging in from either:

1. **An unknown device (***new phone, tablet, laptop, or desktop***)**
2. **An unusual or new location (***different state or country***)**

They may prompt the user with a login challenge. The login challenge you receive depends on the information you have associated with your account.

> **Faculty, Staff, and PhD Students**
>
> Contact your IT Support Representative or the Wharton Information Security Office at security@wharton.upenn.edu for the best option to use for recovery.

Adding Recovery Information

1. Navigate to myaccount.google.com.
2. Log in with your **Google Account.**
3. Click the **Security** tab.
4. Scroll down to **Ways we can verify it's you.**
5. Choose a **recovery option** (phone or email) and follow the instructions to verify your information.

Various Login Challenges

Scenario 1: No recovery information

You will be prompted with the following Login Challenge if you do not have a recovery phone number or a recovery email address associated with your account.

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Scenario 2: Only recovery phone number

You will be prompted with the following Login Challenge if you only have a recovery phone number associated with your account.

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Scenario 3: Only recovery email address

You will be prompted with the following Login Challenge if you only have a recovery email address associated with your account.

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Scenario 4: Both recovery phone number & recovery email address

You will be prompted with the following Login Challenge if you have both a recovery phone number and a recovery email address associated with your account.

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Additional Note: Other Help

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Questions?

Students - Wharton Computing Student Support

Faculty - Academic Distributed Representatives (login required)

Staff - Administrative Support (login required)

For more information regarding Google login information, you can also contact the Wharton Information Security Office at security@wharton.upenn.edu.