

Google Login Challenge: How, When, and Why

Last Modified on 07/08/2021 11:05 am EDT

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.

Account security is of utmost concern for both Google and Wharton Computing. When Google determines that a user is logging in from either: a.) **an unknown device** (*new phone, tablet, laptop, or desktop*) or b.) **an unusual or new location** (*different state or country*), they may prompt the user with a login challenge. The login challenge that you receive depends on the information that you have associated with your account.

Faculty, Staff, and PhD Students

Contact your **IT Support Representative** for the best option to use for recovery.

Two-Step Verification

Two-Step Verification is the recommended method to avoid receiving these other Login Challenges. If you haven't done so already, please take the time to **enroll in Two-Step** today.

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.

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.

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.

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.

Additional Note: Other Help

Questions?

Students - [Wharton Computing Student Support](#)

Faculty - [Academic Distributed Representatives](#) (login required)

Staff - [Administrative Support](#) (login required)
