

# Google Accounts

## Frequently Asked Questions

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# CTSA.IO G Suite Federated Platform for the CTSA Program

## What is a CTSA.IO account?

Members of the CTSA G Suite get a Google account with the @ctsa.io suffix. This account is used for accessing resources and services within the CTSA G Suite Federated Platform.

*Note: The CTSA.IO account is created based on the email address you use to log in. So `jsmith@abc.edu` gets the account `jsmith.abc.edu@ctsa.io`.*

You do not log into this account directly; the single sign-on (SSO) feature of the NCATS login system allows you to log in with your organization account and then automatically logs you into your @ctsa.io account.

## How do I log into my ctsa.io account? What is my password?

You do not have a password for your @ctsa.io account. The NIH uses Federated Single Sign-On, which means that you log into another service that is trusted, and then are automatically logged into the CTSA.IO account.

## Why do I get a @ctsa.io email? What do I do with it?

Your CTSA.IO account includes a Gmail account. You can log in directly at <http://mail.ctsa.io> or you can select Gmail from the grid menu in the upper right part of most G Suite pages.

Your Gmail account will automatically receive messages related to your G Suite account, such as when you have been invited to join a group or collaborate on a document.

## Can I use my own email instead of the CTSA.IO email?

Soon after your account is set up you should receive a couple of emails inviting you to forward your CTSA.IO email to the account that you used to log in (your secondary email). If you follow the instructions you will receive all of your CTSA.IO emails in your secondary email account.

*Note: you can enable or disable email forwarding at any time in your Gmail settings.*

## I clicked on a link and got a Google login prompt. What should I do?

Some Google links don't work properly with SSO. This can cause you to get prompted with a Google login page instead of the SSO login page. There are a few ways to deal with this issue:

- Make sure you are logged in and then try to link again. For example, go to <http://drive.ctsa.io>, and log into your Google drive. Then try the link again and it should let you in.
- Alternatively, you can enter your ctsa.io email address, e.g., [jsmith.xyz.edu@ctsa.io](mailto:jsmith.xyz.edu@ctsa.io), and you will get the SSO login page to complete the login.

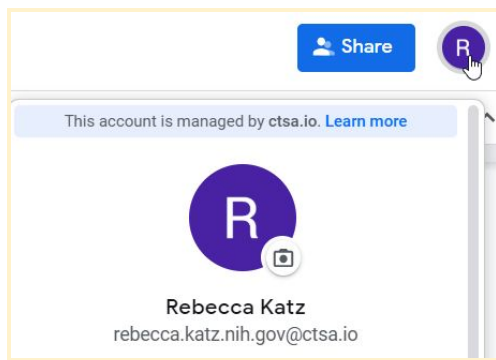
## I have multiple Google accounts; how do I know which account I am using?

Most Google pages will show an image or initials in the upper right of the screen when you are logged in. Clicking that will show you which account you are currently using as well as any other Google accounts that you are logged into. From there you can also switch accounts if needed.

You can also go to the myAccount page, <https://myaccount.google.com/>.

*Tip: Use your account that ends with @ctsa.io when accessing CTSA G Suite resources.*

Example:



## Why does Google sometimes use the wrong account to access links?

Usually Google will use the first account logged into in a browser session as the default account. For most URLs Google will try to use this account. If you get a “*you need access*” error you may need to switch accounts. (See below.)

*Note: When you log into the CTSA.IO G Suite, you will be automatically logged out of any other Google accounts so that the CTSA.IO account becomes the default. To avoid this, you can open the site in a separate browser session by using incognito or private mode, or you can use a different browser.*

## I'm not able to access a shared resource.

If you see an error like “You need permission” or “Access Denied”, you may need to switch accounts. See:

[https://support.google.com/docs/answer/6211862?visit\\_id=637142788003694263-1425031599&p=access\\_requested&hl=en&rd=2](https://support.google.com/docs/answer/6211862?visit_id=637142788003694263-1425031599&p=access_requested&hl=en&rd=2).

If you are using the correct account and are still denied access, you can click the “*Request access*” to send a request for access to the resource owner.

## What is Single Sign-On (SSO)?

SSO is a feature that enables the user to log on to one application and then access other applications with the same user information without needing to log in again.

Federated SSO is a form of SSO where sites that have a “trust partnership” can securely log you in without ever seeing your password.

## Why does Google sometimes ask me to verify that it's me when I sign in?

This is a security feature that Google uses to protect your account. For more information see:

<https://support.google.com/accounts/answer/7162782?co=GENIE.Platform%3DAndroid&hl=en&vid=0-884503875143-1542023680013>

If you have any feedback on this document, please email [support@ctsa.io](mailto:support@ctsa.io). Thank you.