



BROWN

CIS IT Service Center

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Troubleshoot Logging in To Google Apps

Stephanie Obodda - 2016-01-26 - 0 Comments - in Google Apps

1. First, make sure you are using the correct information. Your username is your full email address and the password you chose may (and should) be different than the one you use for your Brown username. If you need to reset your GoogleApps@Brown password, you can do so at <http://www.brown.edu/myAccount>
2. Is Google having known issues? Check the status of all apps at <http://www.google.com/appsstatus#hl=en>.
3. Try logging in to the HTML-only version of your email. This disables features such as labs and Talk. The address is: <https://mail.google.com/a/brown.edu/?ui=html>
4. If you are seeing a script error, you can automatically disable all labs by logging in at the following link: <https://mail.google.com/a/brown.edu/?labs=0#settings/labs>.
5. Are you accessing GoogleApps from abroad, or are you planning to travel? Please see [these tips](#).

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