



## Warning Notices about GTempAccounts

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Receiving notices about GTempAccounts

If you are receiving email notices regarding an @gtempaccount.com account, like the one below, you can continue through this article to fix the root cause.

Hi,

Google just blocked someone from signing into your Google Account NET\_ID%brown.edu@gtempaccount.com from an app that may put your account at risk.

Less secure app

*Date & Time*

*Location\**

***Don't recognize this activity?***

*If you didn't recently receive an error while trying to access a Google service, like Gmail, from a non-Google application, someone may have your password.*

If you are getting notifications about your actual @brown.edu or @alumni.brown.edu account, or you have some security concerns about your Brown Gmail account, you can refer to this [KB article](#) on how to check and secure your account.

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Why is this happening?

The warnings you've been receiving are related to some app or service that had permission to your account, but no longer does. It's been trying to access that account and has and will continue to fail.

At some point, before Brown moved to Gmail, you had created an account with a Google service using your @brown.edu or @alumni.brown.edu email account. This could have been anything, such as YouTube or some other Google service. When Brown started using Gmail services, the previously created account was renamed to this GTempAccount in order for your @brown.edu or @alumni.brown.edu account to exist as an email account.

To resolve this issue, you will need to sign into this GTempAccount with the password you used when originally setting it up. This was sometime ago so it may be an old password you no longer use or recall.

How do I resolve this?

1. Using a different browser than you normally use, go to [Gmail.com](https://www.gmail.com).
2. Sign in there with this **GTemp Account** (e.g. NET\_ID%brown.edu@gtempaccount.com ).
3. Then put in the password that you would have most likely used.
4. If you don't recall this password, there will be **password reset options**.
5. Once signed in, you will need to delete the account.
6. Make sure that you are doing this in a different browser to be certain the account you are using is this GTempAccount.

*FYI - You won't be able to delete your Brown Gmail account. If you don't recall or cannot reset the password for this account, you will continue to receive these notices and there's no way for even Google to resolve this.*

7. To delete the account:
  1. Go to <https://myaccount.google.com/>
  2. Under **Account preferences**, click **Delete your account or services**.
  3. Click **Delete Google Account account and data**.
  4. Follow through the steps to delete the account.

I can't login. Now what?

If you can't get around the password issue, you can setup a filter in your Brown Gmail account that will catch the specific warnings about this GTempAccount and automatically delete them or archive them.

1. Within **Gmail.com**, click on the **Down Arrow** at the top of Gmail **within the Gmail search box**. This should display the advance search and you can fill in the fields to filter out only these messages.
2. In the **Subject** field, plug in the exact subject of the email notice you received.
3. In the **Has the words** section, put your **GTempAccount email address** ( e.g. NET\_ID%brown.edu@gtempaccount.com )
4. Click the **magnifying glass** to submit a search.

5. You should now only see the warning email notification(s).
6. If this is true, then click on the **Dropdown arrow again** at the top. You should see that the information you've put in is still there.
7. Click on **Create a filter with this search**.
8. Here you can simply choose the option at the top **Skip the Inbox (Archive it)**.
9. Select the box at the bottom for **Also apply filter to # matching conversations** .
10. Click **Create Filter**.

If for some reason the search displayed results other than the warning notifications, then other search criteria will need to be used to narrow down the scope of the filter.

Feel free to call or chat the IT Service Center to assist with any step of this process.