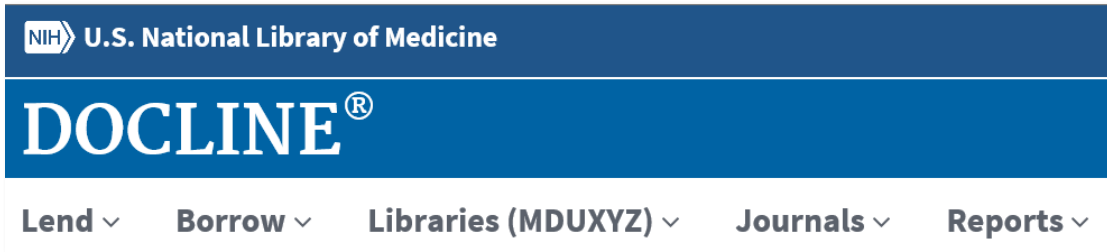


# Best Practices for using Google & Gmail Accounts with DOCLINE



**Permission Denied** login errors often result when 'cookies' for non-DOCLINE-related Google or Gmail accounts exist on a users' PC, and the wrong account information is then transmitted to DOCLINE. Presented below are tips and suggestions that will help minimize Permission Denied errors that result from maintaining multiple accounts. All account maintenance is within Google Accounts, there are no password or user account reset options in DOCLINE.

## Use designated web browsers for different Google accounts


If you have access to multiple web browsers (Chrome, Edge, Internet Explorer, or Firefox) use only one Google or Gmail account in each web browser to limit any potential for conflicts, as each web browser usually stores its own cookies.

## Sign OUT before you Sign IN

**Important:** Before signing out of your account(s), make sure you have [backup verification methods](#) set up in case you have trouble signing back in.

1. On your device, with your preferred web browser, go to a Google page, like [www.google.com](http://www.google.com).
2. On the top right, select your profile image or initial.
3. On the menu, choose Sign out or Sign out of all accounts.



## Remove unused account(s) from the sign in page

1. On your device, go to a web browser where you're signed in.
2. Go to [myaccount.google.com](http://myaccount.google.com).
3. In the top right, select your profile picture or initial.
4. Select Sign out or Sign out of all accounts.
5. Select Remove an account.
6. Next to an account, select the Remove icon .
7. Optional: If you've signed in on other browsers, repeat these steps for each.

## Manage saved passwords in your Google Account

To view the passwords you've saved, go to [passwords.google.com](https://passwords.google.com). There, you'll find a list of accounts with saved passwords.

**Important:** Before you delete any passwords, make sure you have [backup verification methods](#) set up in case you have trouble signing back in.

- To see a password, select the Preview icon .
- To delete a password, select the Delete icon .

## Forgot your password

1. Follow the steps to [recover your Google Account or Gmail](#).
  - You'll be asked some questions to confirm it's your account. Answer as best you can.
  - If you have trouble, try the [tips to complete account recovery steps](#).
2. Reset your password when prompted. Choose a strong password that you haven't already used with this account. [Learn how to create a strong password](#).

## NEW OR INFREQUENT USERS

### New staff – How to connect:

Any new staff member should use the **Apply Now** button on the [DOCLINE home page](#) to request a new DOCLINE user account. When completing the application form, the user must supply the Google account\* email address that they will use as their DOCLINE username, as well as the LIBID. Once they receive confirmation their account has been created (after verification) they should be able to log in.

\*Each individual user must have a Google account for use signing into the system. NLM suggests using your work email with Google—you do not have to register a new Gmail address. If you have not done this you can view the online video on how to [here](#).

The first step of the process is to [create a Google account, using a work email address](#). The Google account you use to log in *needs to match* the DOCLINE username.

To [create a Google account, based on your work email](#)

### Google Error: “Couldn’t find account” during sign in

This indicates that you have input an email address that doesn't correspond to any known Google account.

## Lost or can't remember DOCLINE Username.

Check your records or [Contact DOCLINE Support](#) for help with your **DOCLINE** username.

If you've previously signed up for a Google Account, and can't remember the username or email address that corresponds to your DOCLINE username, you can try to recover it.

## Recovering your Google Account or Gmail

Follow these steps to [recover your account](#). **NOTE:** *If you use an account through your work, school, or other group, these steps may not resolve your issue and you should refer to local IT support.*

### Recover your username

If you forgot your Google password or username, or you can't get verification codes, follow these steps to recover your Google Account. That way, you can use your existing account with DOCLINE.

- Follow the steps to [find your username](#). You'll need to know:
  - A phone number or the recovery email address for the account
  - The full name on your account
- Follow the instructions to confirm it's your account.
- If Google finds an account that matches, they'll ask you to verify that you're the owner. Answer any additional questions as best as possible. [Learn more about lost account recovery](#).
- If Google can't find an account that matches, they'll let you know. Double-check for typos or try a different email address or phone number. If Google is still unable to find a match, you can [create a new account](#). If you take this step you will need to request a new DOCLINE username to match.

### Error: new account creation: "that email is already in use"

An email address can't be used to sign up for more than one Google Account. If this email address belongs to you, it's possible that:

- You've already signed up for a Google Account: Follow the account recovery instructions in the top section for help.
- Your organization uses Google-based email

