Updating Your RSA Gmail Account Guide

Last update: February 25, 2025

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Background

Effective May 2025, RSA will provide new email addresses from IONOS to each RSA member library and branch. As part of this transition, RSA will be giving member libraries control of their RSA Gmail accounts and RSA will cease supporting them. Instructions for the IONOS accounts are available here: https://support.librariesofrsa.org/about/e-newsletter/.

RSA Gmail accounts were created for all libraries and branches as a place for libraries to receive listserv email updates and reports from RSA staff. In the many years since RSA set up these accounts, Google has added many security measures which have made it increasingly difficult for RSA to manage these accounts.

WorkFlows and BlueCLOUD Analytics (BCA) Reports

RSA staff will replace the Gmail address with the new IONOS address in any of the WorkFlows users which receive WorkFlows reports. You will not need to make changes to these users. In addition, if RSA has set up reports from BCA for your library, RSA staff will replace the Gmail address with the new IONOS address for you. If you have subscribed to BCA reports yourself using the RSA Gmail account, you can keep receiving them there or update it to the new IONOS email address yourself.

RSA Announcements Forum

RSA will unsubscribe the RSA Gmail addresses from its Announcements email forum and the IONOS email address will be subscribed instead. Library staff can choose to subscribe to additional forums using this [form](#).

Your options

Continue using the Gmail account

There are some important reasons you might want to continue using the Gmail account RSA provided to you.

- If you have BLUEcloud Analytics (BCA) reports delivered to the RSA Gmail address, you will want to continue using the account for the foreseeable future. You can contact the RSA Help Desk at help@rsanfp.org to have this changed for either the IONOS account or another account at your library.
- If one of your staff uses the Gmail account as their email address or if you have given it to your patrons as a way to contact your library. **Please note** that the IONOS accounts are not to be shared with your library users.

In either case, you should log in to your Gmail account **and** reset the recovery options using the instructions below.

Delete the Gmail account

Once you are sure that you do not receive any BCA reports at the Gmail address, no one at your library uses it as their work address, and if you haven't shared it with the public you may want to delete it. Before deleting the account, you may want to forward any emails containing statistical reports or other useful information to another address. You can follow the steps here: https://support.google.com/accounts/answer/32046?hl=en.

Do nothing (not recommended)

RSA does not recommend this option. If you do nothing, then eventually Google will deactivate the account. You will then lose access to any of the BCA reports which get delivered there and you will no longer receive emails being forwarded by your Gmail account.

Your Actions

Log in to Your Library's Gmail Account

You should log in to the Gmail account to update your security and forwarding preferences. You should also log in to keep the Gmail account active. Google deactivates Gmail addresses that have not been accessed for a while. The period of inactivity which will lead to Google deactivating accounts may change. If you intend to keep your Gmail account and you have all the emails forwarded elsewhere, you

should log in at least once a quarter to avoid the accounts being deactivated. Accounts which have not been accessed even if they are receiving emails which are then forwarded elsewhere may still be subject to deactivation.

1. Open your internet browser and navigate to http://mail.google.com. The Gmail login page appears.

2. Enter the RSA provided Gmail address in the box marked **Email or phone** and hit Next.
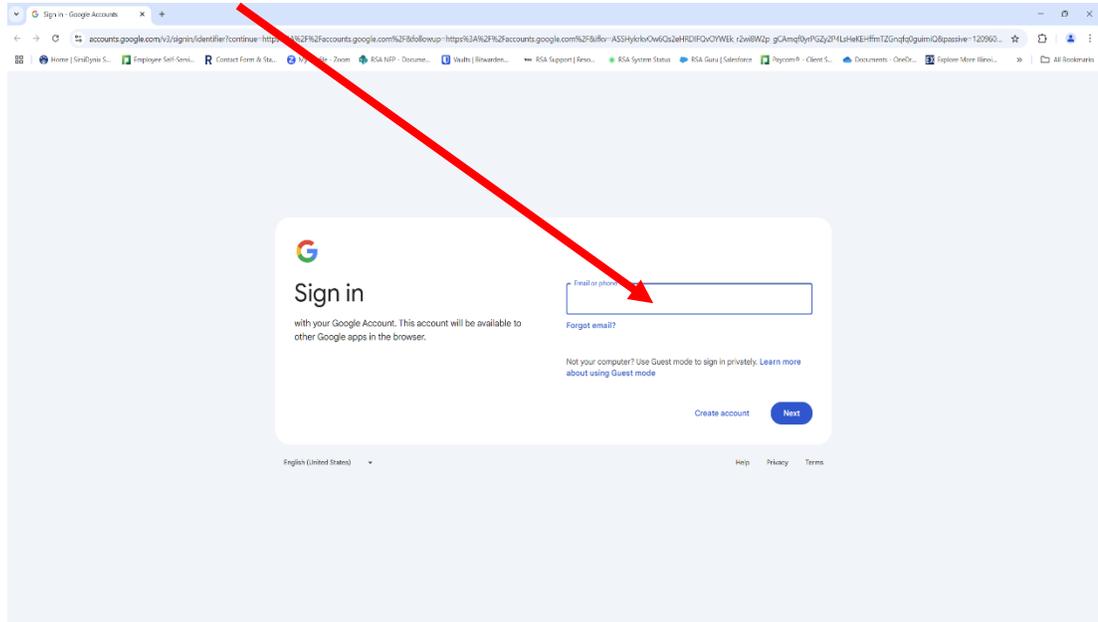
3. On the next screen enter the password. If you do not have your password, contact the RSA Help Desk at help@rsanfp.org or call at 866-940-4083 and we will try to help you log in. Then hit Enter. Your library's Gmail inbox will appear.

Reset the Recovery Options

When RSA first created the RSA Gmail accounts, we set the recovery email address to be rsahelp@railslibraries.info. Some have been updated to help@rsanfp.org since, and some have been changed to an email address not affiliated with RSA.

The recovery phone number was initially set to 309-369-6422, but this may also have been changed. **Please note** that RSA will discontinue support for this recovery phone number by the end of 2025. **Please also note** that Google have announced plans to cease this recovery by text method sometime in 2025.

If you intend to keep using the RSA provided Gmail address you must reset the Recovery Options.

1. Once logged in, select the 9-dot icon for the Google Apps
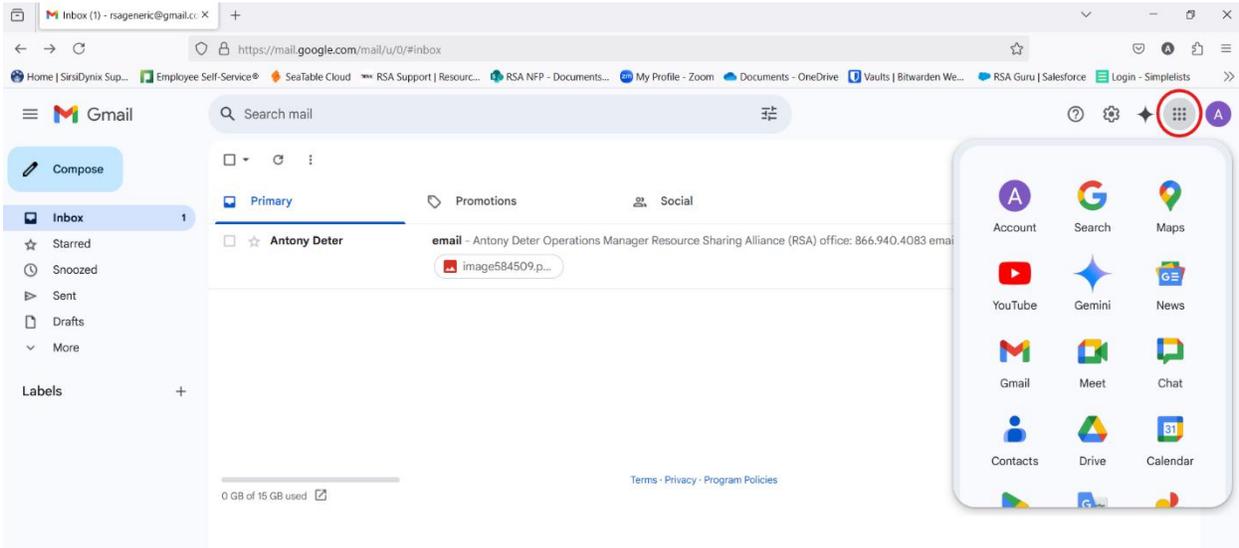
2. Select Account
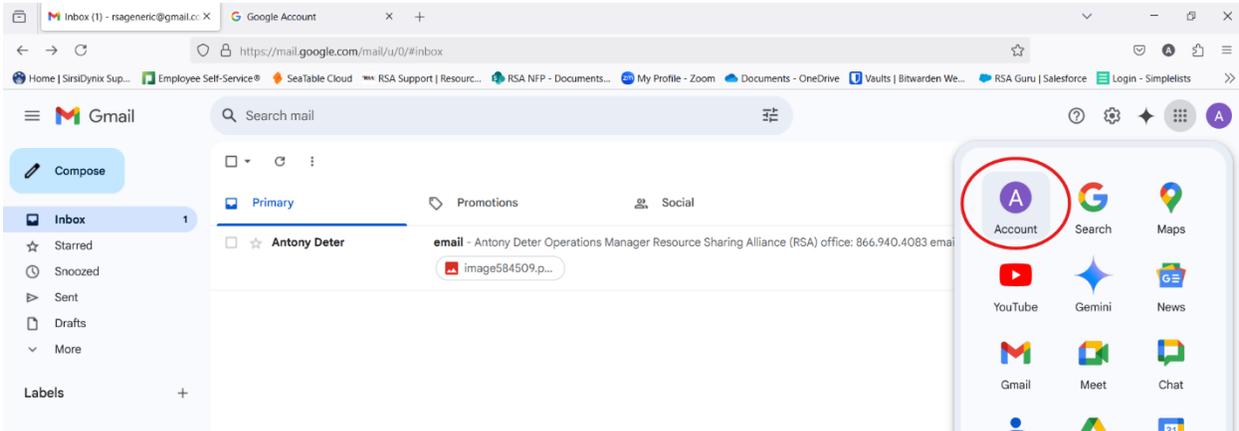
3. Select Security
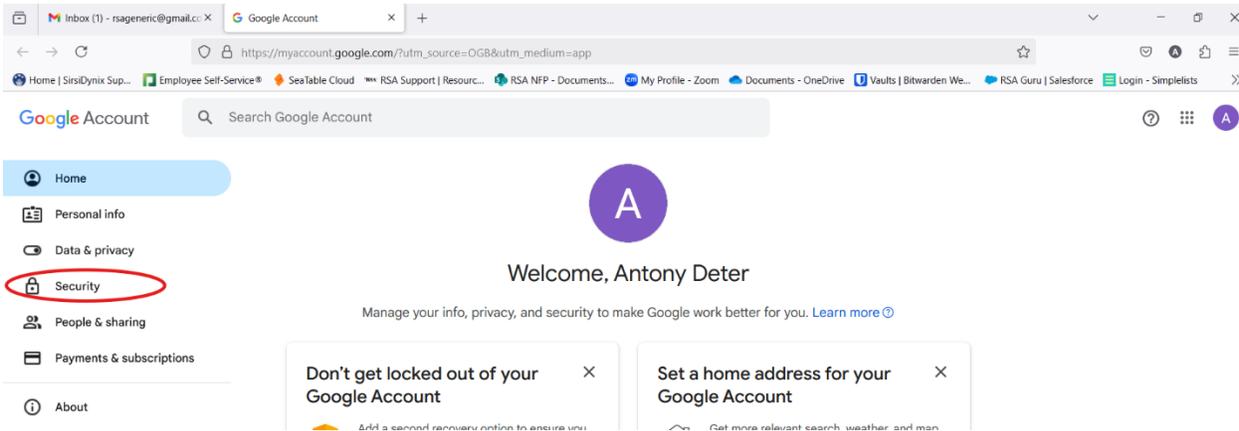
4. Scroll down to get to "How you sign in to Google"
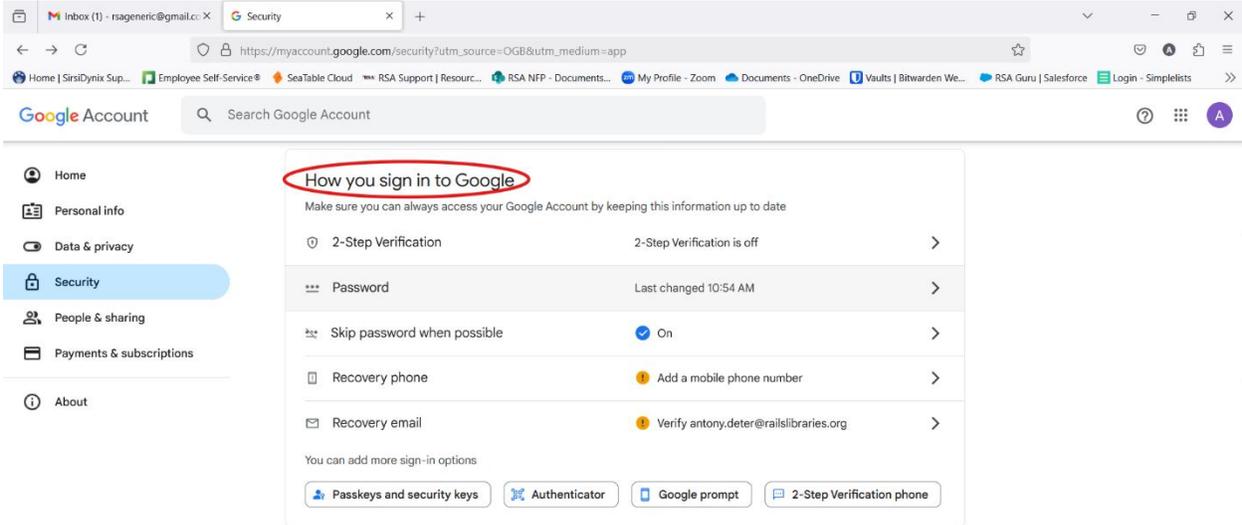
5. Click on **Recovery phone**. Choose a phone number. Note that Google will text a code to this phone number. It must be a cell phone as land line (and VoIP) phones cannot accept text messages.

6. Click on **Recovery email**. The recovery email should be your new IONOS email address. That way if you ever get locked out of your Gmail account you can send a recovery email to an address RSA will always be able to help you access.

The new IONOS email addresses are made up of each library's WorkFlows System Code followed by @members.librariesofrsa.org. For example, the system code for RSA is AG_ALS-PDC so RSA's IONOS email address is: ag_als-pdc@members.librariesofrsa.org.

Set up email forwarding from Gmail (optional)

If you wish to set up or change email forwarding, follow these steps.

1. Click on the Gear at the top right of the Gmail screen. Then click on See All Settings.
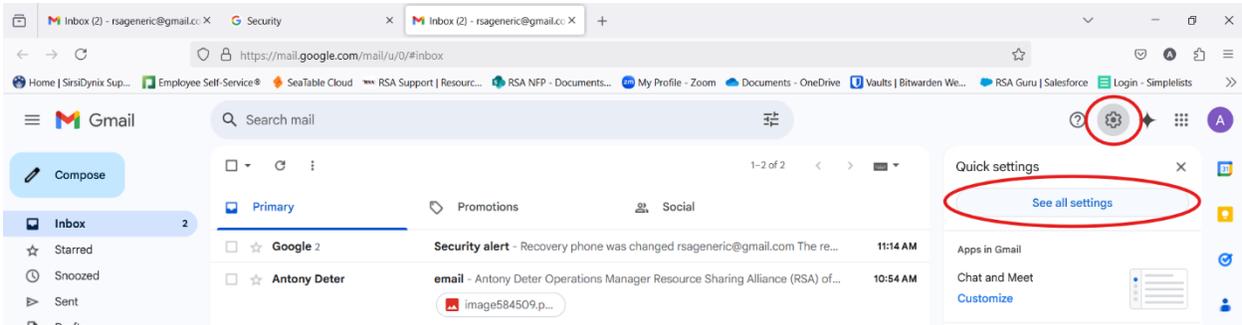
2. Click on Forwarding and POP/IMAP and then Click on Add a forwarding address. You'll be asked to verify your identity and then you can enter a forwarding email address.
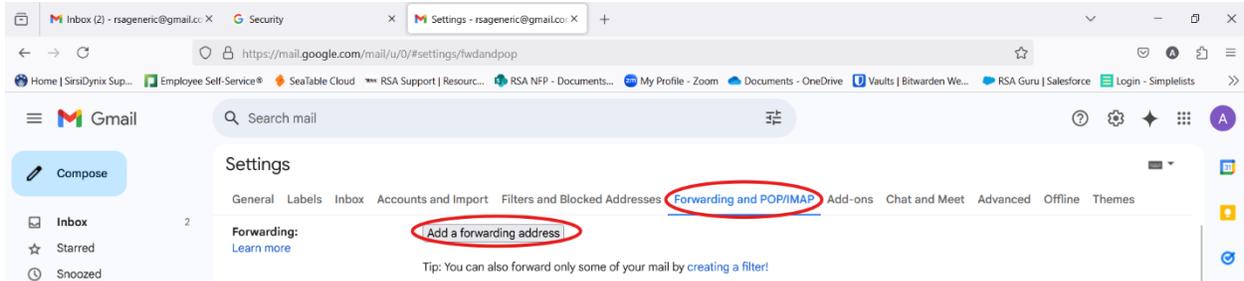
Please contact the RSA Help Desk at help@rsanfp.org or 866-940-4083.