How to Sign In with GCPW

Google Credential Provider for Windows (GCPW)

> **Important:** Because the last user is not displayed, **Always start from Other user** and select the Google sign-in option each time you need to use GCPW.

1. Go to Other user

If another account is shown first, select **Switch user**. You should arrive at the **Other user** screen.



GCPW sign-in begins from the Other user screen.

2. Open Sign-in options

Select **Sign-in options** below the work-account prompt to display the available credential providers.

3. Select the Google “G” icon

Under Sign-in options, select the **Google G icon**. This launches Google Credential Provider for Windows (GCPW).



Select the Google G icon for GCPW.

4. Wait for the Google sign-in window

A white Google sign-in window may take a few seconds to load. Please wait - this screen is still loading. Do not click again. Wait until the Google sign-in page appears before continuing to Step 5.



GCPW may briefly show a loading window.

5. Sign in with your work Hawaii.edu account

When the Google sign-in page appears, enter your organization-issued **Hawaii.edu** account email and password. Complete any required verification or multi-factor authentication prompts.

6. Finish Windows sign-in

After Google authentication succeeds, GCPW returns you to Windows and completes the sign-in. Allow the first sign-in extra time if Windows is creating or updating the local profile.

> **If GCPW does not open:** Return to Other user → Sign-in options and make sure the Google G icon is selected. Check the network connection if the Google window cannot load. If the G icon is missing or sign-in repeatedly fails, contact IT.

Quick Reference

- Switch user (if needed)
- Other user → Sign-in options
- Select the Google G icon
- Sign in with your work Google account
- Complete verification/MFA → wait for Windows sign-in