

Read&Write for iOS and Android: "Access Blocked" when signing in with Google

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Note: This article applies to organizations using Google Workspace (formerly G Suite).

When students or staff attempt to sign into the Read&Write app on iOS or Android using their school Google account, they may encounter a screen stating:

"Access blocked: Your institution's admin needs to review Read&Write" Error 400: access_not_configured

This occurs because the Google Workspace domain has restricted third-party API access. An administrator must manually "Trust" the Read&Write application to allow users to sign in.

The Solution for Google Admins

To resolve this, a Google Super Admin must follow these steps in the Google Admin Console:

1. Log into admin.google.com.
2. Navigate to Security > Access and data control > API controls.
3. Under the App access control section, click MANAGE THIRD-PARTY APP ACCESS.
4. Look for Read&Write in the list of apps.
 - Note: If Read&Write is not listed, click Add app > OAuth App Name or Client ID and search for "Read&Write".
5. Hover over the app and select Change access.
6. Select Trusted: Can access all Google services and click Configure.

After completing these steps, users should be able to sign in immediately. If the error persists, ensure the user is not trying to sign in with a personal (@gmail.com) account.

Read&Write iOS/Android Google Sign in Client ID

235767595309-66j2dei80dsuc9njmctaqhgdhre2ijg5.apps.googleusercontent.com

This might be listed as a "web-based" ID, that is expected, since Google Sign in is handled through our Identity Server in our mobile apps.

