



Google Drive

Claiming Conflicting Account

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Avoiding Conflicting Accounts

Change Primary Email Account

1. Go to <http://www.google.com/accounts> and sign into your personal Google account
2. Under Personal info & privacy click on Your personal info
3. Click anywhere on the Email section that lists your email(s)
4. Click Edit next to Primary email
5. Enter New email address
6. Enter Current password
7. Click Save email address
8. Verification will be sent the new primary account - click on the confirmation link to complete the process

Remove Secondary Email Account

1. Go to <http://www.google.com/accounts> and sign in to your personal Google account
2. Under Personal info & privacy click on Your personal info
3. Click anywhere on the Email section that lists your email(s)
4. Click Edit next to Other emails
5. Click the "X" next to the email address you want to remove
6. Click Save

Resolving Conflicting Accounts

Note: Not all app data can be moved.

Log in to the personal Google account you use with your @miami.edu email address. If the following message appears, you have a conflicting account and must resolve it. You can compare your two accounts by expanding the Compare your accounts section. Click Get Started to begin the reconciliation process.

<https://www.youtube.com/watch?v=BNR2mLxxlg8>

Google accounts
An update to your account is required
You are currently signed in to the personal Google Account for [redacted]@miami.edu. "Personal" means this account and its data are owned by you.
You may not realize it, but you also have an organizational Google Apps account managed by umich.edu with the same address. **Two completely different accounts are using the [redacted]@miami.edu address.**
[More about conflicting accounts - Video: How conflicting accounts occur](#)
Don't worry. The data in both accounts is safe. However, **Google needs your help to update your account.**
[Compare your accounts](#)
How does this work?
1 You tell us which data belongs in your organization's account.
2 You select a different email address for your personal account.
What's the benefit? Separating your accounts helps ensure the privacy of your personal data, and puts data that belongs to your organization in the [redacted]@miami.edu account reserved for miami.edu.
Why now? Many more products are now available in organizations' Google Apps accounts. As a result, umich.edu accounts have changed, and a side effect is that personal and organizational accounts for umich.edu can no longer overlap.
In most cases, account updating takes just a few minutes.
[Get started >](#) [Do this later](#)
Google **recommends** you update your account as soon as possible.
Just want to sign in to the miami.edu account managed by miami.edu?
[Sign in](#)

In the Account update checklist there are two processes you can use to update your account. Depending on the Google services you currently use, you may not be able to perform both options.

Google accounts
An update to your account is required
You are currently using iGoogle with the personal Google Account for [redacted]@miami.edu. "Personal" means this account and its data are owned by you.
That address is now reserved for use by umich.edu. You need to take action. [Why?](#)
[Video: How conflicting accounts occur](#)
[Compare your accounts](#)
Account update checklist
1 Tell us which data belongs in your organization's account.
Recommended
Not yet started
2 Select a different address for your personal Google Account.
Required - [Why?](#)
[Frequently asked questions](#)
Next >
If you use products on behalf of miami.edu, and want to continue using them with the [redacted]@miami.edu address, move the related data from the personal account into the organizational account managed by miami.edu. [Learn more](#)
[Move data to your organization's account >](#)
You can do this later, but you'll probably find it easier to move data before renaming the personal account.
If you don't want to move data, click Next to select a different address for your personal Google Account.

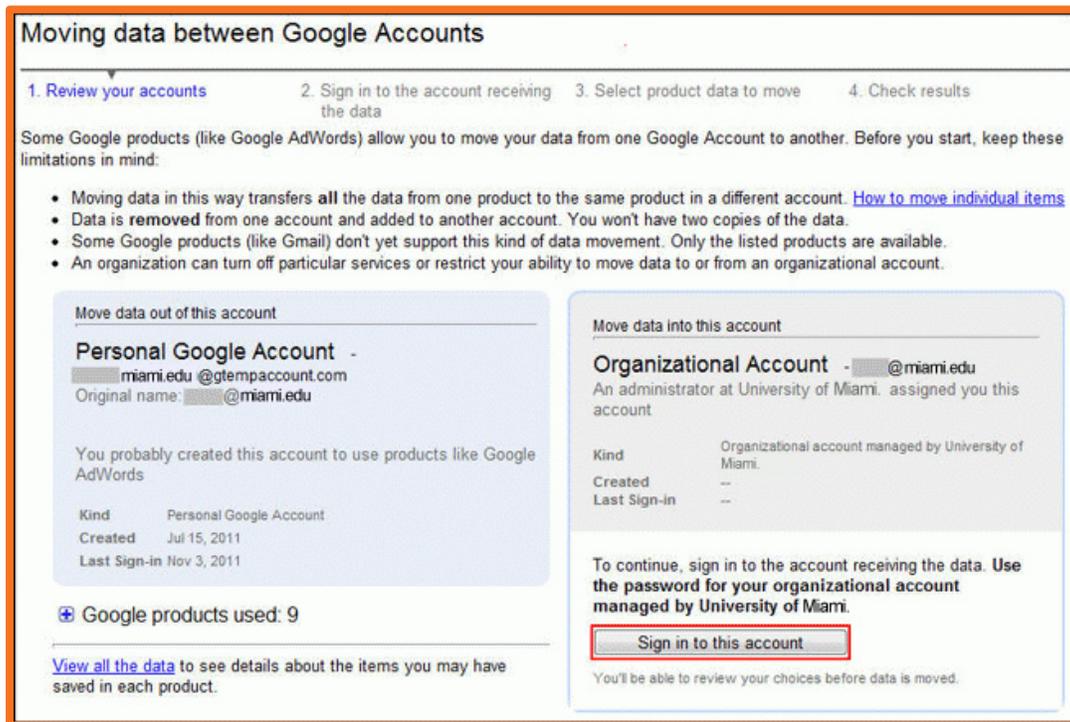
Option 1: Tell us which data belongs in your organization’s account

Complete this option if you want to try to move data into your new UM Google account. If you have data in services that are not active in the UM Google domain, you may not be able to complete this step and will need to perform the steps in Option 2

- Under Item 1, click Move data to your organization’s account to transfer data from one Google product to the same product in your new UM Google account. If successful, the data would no longer exist in the original account, only in the new one. If the data is in a Google product that is not currently activated by the UM Google Administrator, Google will not allow the data transfer for any of the products.

Review your Personal Google Account Products used. If you used any products that are not enabled in UM’s Google Apps for Education, you will need to create a new personal account using Option 2.

If you want to continue with the move, click Sign in to this account.



Moving data between Google Accounts

1. Review your accounts 2. Sign in to the account receiving the data 3. Select product data to move 4. Check results

Some Google products (like Google AdWords) allow you to move your data from one Google Account to another. Before you start, keep these limitations in mind:

- Moving data in this way transfers **all** the data from one product to the same product in a different account. [How to move individual items](#)
- Data is **removed** from one account and added to another account. You won't have two copies of the data.
- Some Google products (like Gmail) don't yet support this kind of data movement. Only the listed products are available.
- An organization can turn off particular services or restrict your ability to move data to or from an organizational account.

Move data out of this account

Personal Google Account - [redacted]@tempaccount.com
Original name: [redacted]@miami.edu

You probably created this account to use products like Google AdWords

Kind	Personal Google Account
Created	Jul 15, 2011
Last Sign-in	Nov 3, 2011

Google products used: 9

[View all the data](#) to see details about the items you may have saved in each product.

Move data into this account

Organizational Account - [redacted]@miami.edu
An administrator at University of Miami. assigned you this account

Kind	Organizational account managed by University of Miami.
Created	--
Last Sign-in	--

To continue, sign in to the account receiving the data. **Use the password for your organizational account managed by University of Miami.**

Sign in to this account

You'll be able to review your choices before data is moved.

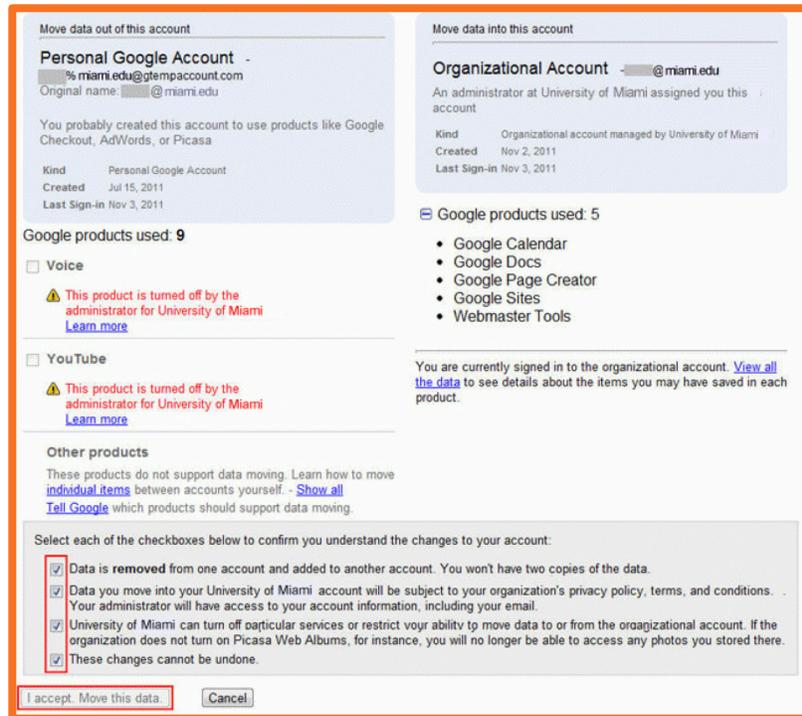
2. Sign into the account using the password provided by the U-M Google Administrator in your Welcome email.



The image shows a Google sign-in interface. At the top, it says "Sign in with your Google Account". Below this, there are two input fields: "Email:" and "Password:". The email field contains "@miami.edu" and has a yellow highlight. Below the email field, there is an example "ex: pat@example.com". The password field contains "*****" and also has a yellow highlight. Below the password field, there is a checkbox labeled "Stay signed in" which is checked. Below the checkbox is a "Sign in" button with a red border. At the bottom, there is a link that says "Can't access your account?".

If a Google product listed under Personal Google Account has a selectable checkbox, you may select the product's data to move to the Organizational account. Select the four boxes highlighted below to confirm that you understand the changes to your account. Click I Accept. Move this data.

Note: If the I Accept button is not selectable, you have application data that is not supported by the UM Google implementation. You must stop the move process and continue the account update by renaming the account using Option 2.



If successful, Google will inform you about Important Changes to Your Account. Click I Accept. Continue to my account to complete the process.

Option 2: Select a different address for your personal Google account

Complete this option if you don't want to move your data and just want to rename the personal account. If you have data that cannot be moved, you will have to use this option.

To rename your conflicted Google account, from the Account update checklist, select one of the two options:

1. Create an account with a new Gmail address

For security reasons, Google does not allow you to move data directly to an existing Gmail account. Use this option if: 1) you have a personal Gmail account and you want to share data from the newly created Gmail account with your existing personal Gmail account or 2) you want to start using Gmail but do not yet have an account.

2. Create an account that uses a non-Google email address you already own

Use this option if you do not want to use Gmail but want other Google products. This will allow you to use any personal email address as the new account name (e.g., @yahoo.com, @hotmail.com).

Click Continue and follow the prompts for the selection you made.

The screenshot shows a web interface for updating a Google account. On the left, there is a sidebar with a plus icon and the text "Compare your accounts". Below this is a section titled "Account update checklist" with two items: 1. "Tell us which data belongs in your organization's account." (Recommended, Some data has been moved) and 2. "Select a different address for your personal Google Account." (Required - Why?). Below the checklist is a link for "Frequently asked questions". The main content area has a profile picture icon and text explaining that a new personal account with a different email address is needed. It states that data not moved in the previous step will remain in the current account. It then asks "What kind of account would you like?" with two radio button options: "An account with Gmail and a new gmail.com address." (selected) and "An account that uses a non-Google email address you already own." Below these options is a note: "If you're certain that you don't need the personal account or any of its remaining data, please delete it." At the bottom are "Back" and "Continue" buttons, with "Continue" highlighted by a red box. A footer note says "You will confirm your choice on the next page."

Google Accounts with UMIAMI Email Addresses as Secondary Addresses

Google allows you to associate secondary addresses with your Google account to help facilitate sharing content in different applications. If your @umiami.edu address was previously a secondary address on your personal Google account it will automatically be removed. All of the content that was previously shared with your @umiami.edu address will continue to be accessible through your personal Google account. New sharing requests will be sent to your new @umiami.edu account.

You can use the steps outlined below for moving documents from your personal Google account to your new @umiami.edu account.

Share Documents with Your New Google Drive Account

To work with your existing Google documents in your new Google account you can share them with the new account's address and provide the account "Can edit" rights. If you have a large number of documents to share, create a new Google Docs Collection and associate all the relevant documents with that collection. Share the new collection with your @miami.edu account and give it "Can edit" rights. You'll be able to edit the documents from the @miami.edu account but the personal account will remain the documents' owner.

Changing Document Ownership to Your New Google Drive Account

You can not change document ownership across domains. To establish a new owner for the personal account documents you shared with the organizational account:

3. Log in to your organizational @miami.edu Google Drive account.
4. Open the document for which you want to change the ownership.
5. From the File menu, click Make a copy.
6. In the Copy Document pop-up, select Also copy document collaborators if you want to share the new copy with the original collaborators.
7. Click OK. Your @miami.edu organizational account is the owner of the copied document.
8. To remove the original from your @miami.edu account, log in to your personal account and unshare the original document.
9. Repeat this process for each document ownership change required