Google Drive

Claiming Conflicting Account

Point Solutions - Support  Gables One Suite 1100
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Avoiding Conflicting Accounts

Change Primary 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 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=BNR2mLxlg8
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.

Option 1: Tell us which data belongs in your organization’s account (not preferred)

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.

Option 2: Select a different address for your personal Google Account (preferred)

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

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

![Google Account Sign-in](image)

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**

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

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.

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.

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:

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