Google Apps Conflicting Account

A conflicting Google account occurs when a user had at one time created a Google account with @smithtown.k12.ny.us email address.

Google will not allow a personal Google account with the same name as Google Apps account and the user must resolve the conflict by associating their personal account data to a new Gmail account or an existing non Gmail, non @smithtown email account.

If a conflicting account exists, upon signing in, a user will see "An update to your account is required". Click the Get Started button to proceed with associating the personal account with a new e-mail address.

**Step 1**

If you choose “Compare your accounts”, you will see an image similar to the one in NOTE 2 on next page.

**Note 1**: if the user chooses “Do this later” they are actually signing in to their personal account with a temporary username. They are not signing in to their Smithtown Central School District Google Apps account. They must resolve the conflicted account and associate their personal data to a non @smithtown.k12.ny.us email address.
NOTE 2:

If you choose “Compare your accounts”, you will see an image similar to this one to the right. It is an informational screen showing you what products are in your personal account.

Update account – Step 2

Click Next to skip the move data process and proceed to set a new address. (The data moving tool does not move data for Google's core apps, and therefore does not move data for all of the services offered through @Smithtown.k12.ny.us Google Apps domain. We do not recommend moving your data. Choose Next to select a different address for your personal Google Account.)
Update - Step 3

1. Select from the options to proceed:
   - An account with Gmail and a new gmail.com address - allows you to create a new Gmail account that will become the primary e-mail address (account name) for the account. You cannot specify an existing Gmail account.
   - An account that uses a non-Google email address you already own - allows you to use an e-mail address you currently own (or create before proceeding).

2. Click on Continue.

Choose this option to create a NEW Gmail account that will become the primary email address for your personal data

Choose this option to use a non-Google, non-Smithtown email address

Update – Step 4

If Google accepts the entered address it will generate a message to that e-mail address to verify that it is a good (confirmed) e-mail address. Take the following additional steps to finalize the change:

1. Check the inbox for the email account associated with the new address.
   a. May have to access personal email account to verify.
2. Open the message from Google that contains the subject line 'Google Accounts: Email Change Verification.'
3. Visit the verification link provided.

Once confirmed, the entered e-mail address will become the primary e-mail (account name) for your Google account.

Please note that a previously confirmed e-mail address that is not currently in use as an e-mail address for a Google account will be sent a confirmation message not a verification message.

For additional information on Conflicting Accounts see the links below

https://support.google.com/a/answer/185186 -Resolve conflicting accounts

https://support.google.com/accounts/answer/1109839?hl=en -Account merge and data move options

https://support.google.com/adwords/answer/188607?hl=en -Why do I see "An update to your account is required" on sign in?