

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

An update to your account is required

You are currently using Google Docs with the personal Google Account for @smithtown.k12.ny.us. "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 Smithtown with the same address. **Two completely different accounts are using the** username@smithtown.k12.ny.us 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 @smithtown.k12.ny.us account reserved for Smithtown.k12.ny.us

Why now? Many more products are now available in organizations' Google Apps accounts. As a result, Smithtown accounts have changed, and a side effect is that personal and organizational accounts for Smithtown can no longer overlap.

In most cases, account updating takes just a few minutes.

[Get started »](#) [Do this later](#) **For Temporary access – see NOTE 1**

Google recommends you update your account as soon as possible

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.

The image shows two side-by-side panels. The left panel is titled "Personal Google Account" and shows "Data owned by you" for a personal account. It lists "Google products used: 6" with a "Blogger" icon and text "...and 5 other products. You have no personal Gmail for this account." The right panel is titled "Google Apps account" and shows "Data owned by smithtown.k12.ny.us" for an organizational account. It lists "Google products used include:" with a "Gmail" icon and text "...and others. You may also be using products like Calendar or Docs." Both panels include a "View all the data" link and a "sign out" link.

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.

The screenshot shows an "Account update checklist" with two steps. Step 1 is "Tell us which data belongs in your organization's account." Step 2 is "Select a different address for your personal Google Account." A red arrow points from the "NOT RECOMMENDED" text to the "Next" button. A box labeled "Choose Next" also has a red arrow pointing to the "Next" button.

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

You need to create a new personal account with a different email address. Any data you didn't move in the previous step will be in this personal account. Your password and security settings will remain the same.

Once you select a new address, Google will stop reminding you to update your account. If you wish, you can still [move data](#) into the organizational account managed by smithtown.k12.ny.us.

If you're sharing a personal account with other users, be sure to let them know the new email address.

What kind of account would you like?

An account with Gmail and a new gmail.com address.
Select this option if you want to use Gmail. Unfortunately, we cannot move your data into an account with an existing Gmail address.

An account that uses a non-Google email address you already own.
Select this option if you want Google products but not Gmail.

If you're certain that you don't need the personal account or any of its remaining data, you can [change its password](#) and ignore it in the future.

You will confirm your choice on the next page.

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?