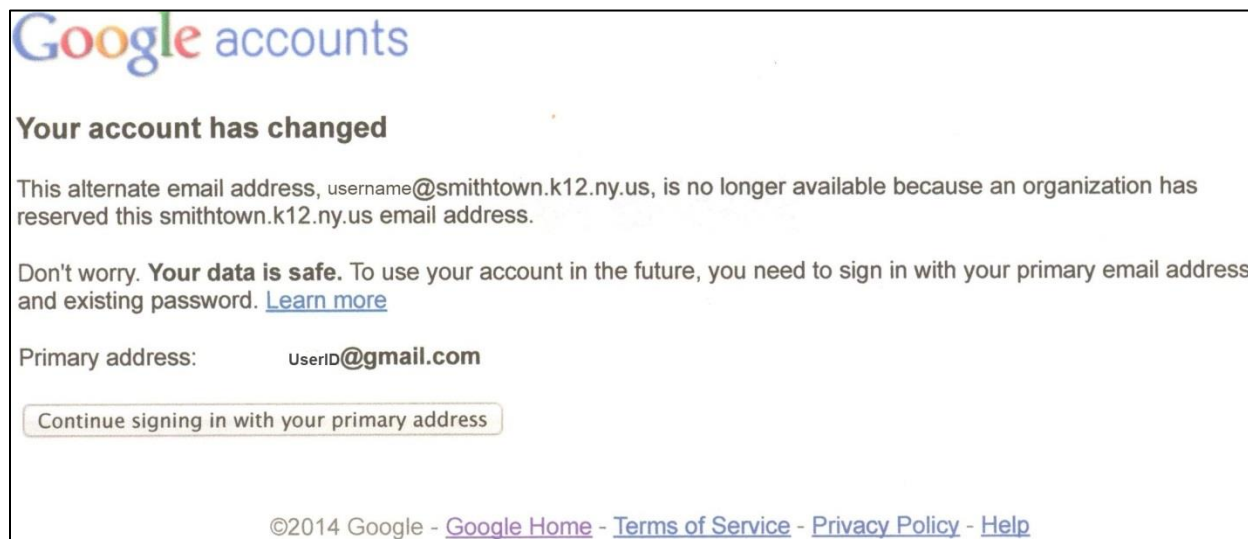


Google Account Message: “Your account has changed”

A Smithtown Google Apps user will get the message “Your account has changed” if they had used their @smithtown.k12.ny.us email as a secondary email or recovery email address in a personal Google product.



The user needs to remove their @smithtown.k12.ny.us email address from the personal Google account.

- In web browser go to **accounts.google.com**
- sign in to *username@gmail.com* (personal account associated to @smithtown.k12.ny.us email address)
- Under Email & Phone choose **Edit**
- Remove @smithtown.k12.ny.us email address
 - If desired, add a **non** @smithtown.k12.ny.us email address
 - Choose save
 - Confirm changes were made
- Click User picture in upper right corner
- Choose **Sign out**

Sign in to Smithtown Google apps account at <https://drive.google.com> with temporary password issued by IT department

- Read terms of service, agree and enter captcha code
- Enter new password
 - At least 8 characters with 1 uppercase letter and 1 number
 - Do not use same password as the personal Google account