



IT Recommended Procedure for Resolving a Personal Google Account Conflict

Introduction (Dec. 2010)

As previously announced, Montclair State University's Information Technology (IT) division has been preparing to launch a campus-wide implementation of Google Calendar using Google's Apps for Education services. In the interim, Google has announced the intention to merge the Google public domain with their "Apps for ..." domains.

As a result of Google merging these services, you must now resolve a conflict between your existing personal Google account and forthcoming MSU account. In order to resolve this conflict, your current personal Google account **MUST** be re-associated with a different non-MSU email address. This will allow you to continue to sign-in and access your existing personal Google account data.

If you've already resolved this conflict, you do not need to follow this procedure.

Pre-requisites

- 1) This procedure is only applicable to you if you had previously signed up for a personal Google account and had provided your Montclair State University email address (<netid>@mail.montclair.edu) as your current email address (which in turn, became your Google account name).

You should now be seeing a warning page after logging into your personal Google account indicating your account has a conflict. (See first screen shot in Procedure section below.)

(Note: If you don't see the warning page but your personal Google account name is either <netid>@mail.montclair.edu or <netid>@montclair.edu then from the Settings menu item at the top-right corner of the page, choose Google Account settings. Then select Change Email under 'Security' to change your address as detailed below.)

- 2) You should follow this procedure if you wish to keep your personal Google account independently of the forthcoming MSU account.

If you do not use your personal Google account or any related services, you can simply wait to start using your MSU account in January and do not need to complete this procedure. However, please note that by not following this procedure:

- New Google Calendar invitations for your personal account will now be sent to your MSU account. The MSU account will not be accessible until the January launch for you to acknowledge these invitations.
- Other Google services that you may have used with your personal account will not be available via your MSU account. Therefore, if you have used other Google services with your personal account you should complete this procedure.

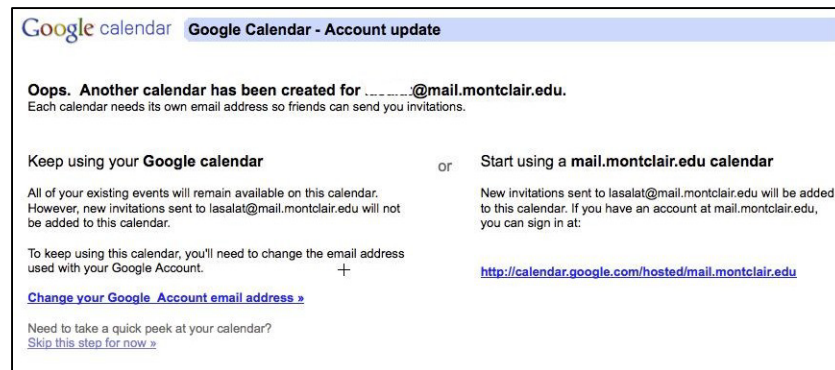
- 3) In order to complete this procedure, you must have another personal email address available to you. This address cannot be an MSU email address and to avoid problems with this procedure IT is recommending that you do not use another Google (or Gmail) account. You may use any other personal email account you may already have with any of the other major internet services (Yahoo, Hotmail, AOL, etc.) or your Internet Service Provider (ISP) (Optimum Online, Comcast, FIOS, etc.)

If you do not have another email account, sign up for a free account from any of the major internet services as noted above ***before proceeding***.

- 4) Please note that once you choose a new email address for your personal Google account, this changes the sign-in credentials for all the services you have used with that account. Therefore, you will have to use the new account name to sign in to your personal Google account services.

Procedure

When you sign in to your personal Google account, a warning page should appear indicating that your account is in conflict.



It presents you with three options:

- 1) Change your Google Account email address
- 2) Skip this step for now
- 3) Start using a montclair.edu calendar

- 1) **Choose the first option** --- Change your Google Account email address.

(Notes: You cannot select option 3 at this time as the MSU service does not go live until January. As previously noted, if you use any services other than Calendar with

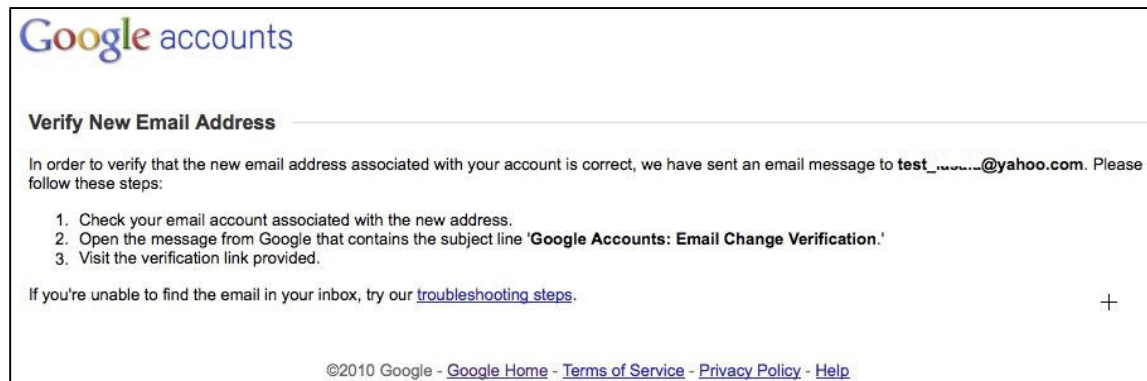
your personal Google account you cannot just wait until January to use this option as only the Calendar service will initially be available via your forthcoming MSU Google account. You should proceed using the first option so all of the Google services remain available to your personal Google account.)

- 2) Enter the new personal email address you wish to associate with the account (note the pre-requisites above). Enter the **password for your personal Google account** (not the password of the new email account unless it the same).



The screenshot shows the 'Google accounts' header. Below it is a section titled 'Edit email address'. There are two input fields: 'New email address :' with the text 'test_...@yahoo.com' and 'Password:' with masked characters '.....'. Below these fields are two buttons: 'Save email address' and 'Cancel'. At the bottom of the page, there is a copyright notice '©2010 Google' followed by links for 'Google Home', 'Terms of Service', 'Privacy Policy', and 'Help'.

- 3) Click the “Save email address” button. You will see the following:



The screenshot shows the 'Google accounts' header. Below it is a section titled 'Verify New Email Address'. The text reads: 'In order to verify that the new email address associated with your account is correct, we have sent an email message to test_...@yahoo.com. Please follow these steps:'. There is a numbered list of three steps: 1. Check your email account associated with the new address. 2. Open the message from Google that contains the subject line 'Google Accounts: Email Change Verification.' 3. Visit the verification link provided. Below the list, it says 'If you're unable to find the email in your inbox, try our [troubleshooting steps](#).' followed by a plus sign icon. At the bottom, there is a copyright notice '©2010 Google' followed by links for 'Google Home', 'Terms of Service', 'Privacy Policy', and 'Help'.

- 4) Login to the other personal email account you entered and check for a verification message from Google regarding this change. It may take a few minutes for it to arrive. To complete the change, you'll need to click the verification link in this message. You should also receive a message at the original email address (in this case your Montclair email address) confirming that Google has made the change to your account.
- 5) After you have clicked the verification message, **wait at least two hours**. This is the amount of time IT has determined in testing that it takes for Google's server infrastructure to register the change. When it is completed, you should be able to use your original personal Google account and calendar as usual under the new

account name (associated personal email address).

Note: The original calendar name will still appear under “My Calendars” while the newly associated email account will appear at the top. The calendar name is really only a label for display. You can go into the calendar settings and change the calendar name if desired.

What's Next?

As previously stated, you can proceed to use your personal Google account services as usual after this procedure is completed. This account will be completely separate from your forthcoming MSU Google (Apps for Education) account and the two accounts will offer different services.

If you were using your personal Google account for Calendaring related to your work at MSU, you will be able to export the data from your personal Google account Calendar and import it into your MSU Google account Calendar after the service is launched in January. *Do not attempt to do this until you are able to login to your MSU Google account after the service goes live in January.* Instructions for exporting and importing data between calendars can be found in Google online help.

Also note that you may choose to delete your personal Google account at any time. However, Google recommends that you don't delete the account as it might contain something you will want later. If you delete it you will permanently remove the Google products associated with that account including Gmail and any messages in the account. If you do decide to delete your account, instructions for doing so can be found in Google's online help.