

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

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

- 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.

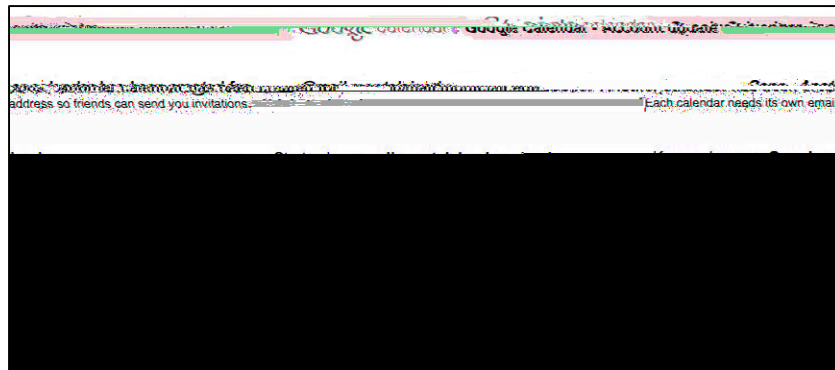
3) In order to complete this procedure, you must have another personal email address available to you. This address cannot be an MSU email address and to avoid problems with this procedure IT is recommending that you do not use another Google (or Gmail) account. You may use any other personal email account 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
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account