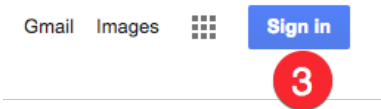
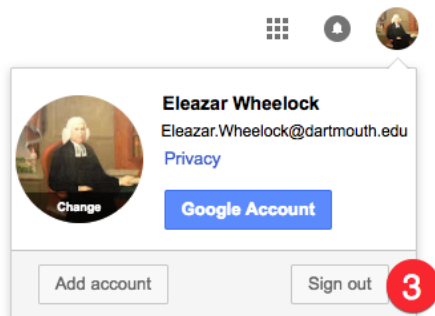


Resolve a Conflicting Google Account by Creating a New Individual Google Account

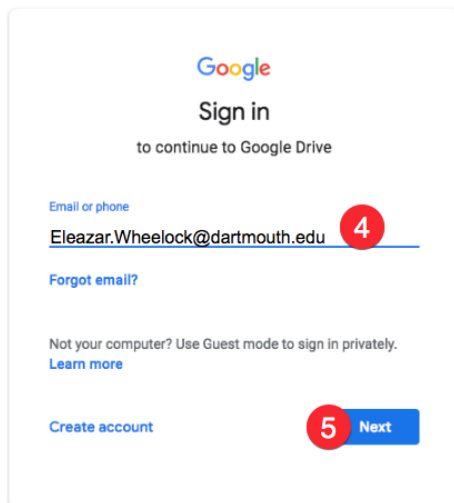
1. Open the Chrome browser on your computer.
Note: Chrome is the preferred browser to complete this process. [Download the Chrome browser.](#)
2. Enter <https://www.google.com/> in the address field to go to the Google homepage.
3. On the resulting page, select the **[Sign In]** at the top right corner of the page.



Note: If you routinely use Chrome to log in to your @dartmouth.edu Google account, you may be automatically logging into the account. If that is the case, select the account icon at the top right corner of the browser and select **[Sign Out]** before proceeding.



4. On the **Sign In screen**, enter your canonical @Dartmouth.edu email address.
Example: Eleazar.Wheelock@Dartmouth.Edu

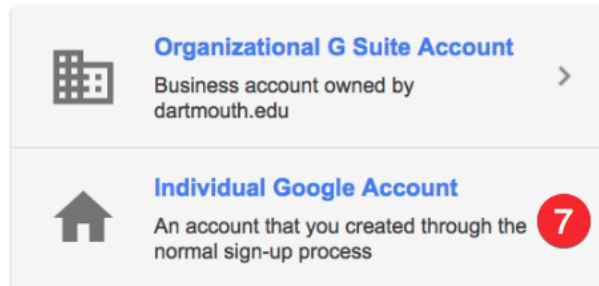


5. Click **[Next]** to advance to the next prompt.
6. On the next page, Google will present a screen indicating “There are two existing Google Accounts...” and will prompt you to select either
 - An Organization G Suite Account
 - An Individual Google Account

7. Choose **[Individual Google Account]** as shown below and enter the password associated with that Individual Google account.



There are two existing Google Accounts for Eleazar.Wheelock@dartmouth.edu. Which account do you want to use?



8. The resulting screen indicates that your account has changed due to the conflict and prompts you with two options to move forward:
- Create an account with Gmail and a new Gmail address
 - Create an account that uses a non-Gmail address that you already own (i.e. @yahoo.com or @microsoft.com)

8 Google Accounts

Your account has changed

The [redacted]@dartmouth.edu address is no longer available because an organization has reserved this dartmouth.edu address.

Don't worry. **Your data is safe.** To use it, you need to create a new account with a different email address. Your password and security settings will remain the same.

9 [Account details](#)

Eleazar.Wheelock@dartmouth.edu

Google products used with this account:

- Google Calendar
- Google Keep
- New Service
- Web & App Activity
- YouTube

10 What kind of account would you like?

An account with Gmail and a new Gmail address
Select this option if you want to add Gmail to this account. 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. ex: myname@yahoo.com
Select this option if you want Google products but not Gmail.

11 [Do this later](#) [Not sure what to do?](#)

9. To see which Google apps are associated with your Individual account, click **Account Details. (optional)**
10. Select the **radio button** that represents the account type you would like to create.
11. Select **[Continue]**.

12. On the resulting screen, confirm or change the **Name** as appropriate.

Add Gmail to your Google Account

By completing this form, you're upgrading to Gmail, email from Google. Gmail works on any device, blocks spam, and much more.

You'll be able to sign in using your new Gmail address, which will become the primary email address associated with this account. We'll send account updates, invitations, and other notifications to your Gmail address.

When you upgrade to Gmail, you will no longer be able to sign in to this account with Eleazar.Wheelock%dartmouth.edu@tempaccount.com

If you prefer, you can create a [new Google Account](#) with email, and leave this one as-is.

The screenshot shows a form with the following fields and callouts:

- 12**: Name field with "Eleazar" and "Wheelock" entered.
- 13**: "Choose your Gmail address" field with "Eleazar.Wheelock@gmail.com" entered.
- 14**: "Mobile phone" field with a country code dropdown set to "US" and a number field containing "+1603" followed by a masked number.
- 15**: "Your current email address" field with "Eleazar.Wheelock@dartmouth.edu" entered.
- 16**: A blue "Submit" button.

13. In the **Choose your Gmail address field**, enter the **new address**.

Note: The email address you choose must be different than the existing @Dartmouth account.

Examples: [Eleasar.Wheelock@gmail.com](mailto:Eleazar.Wheelock@gmail.com); Wheelock.Eleasar@gmail.com; E.Wheelock@gmail.com; Wheelock.E@gmail.com;

14. Enter a **mobile phone number** in the appropriate field.

Note: You must enter a mobile phone number in order to verify the newly created account.

15. Enter your current email address into the appropriate field.

Note: This can be your @dartmouth.edu email address.

16. Click **[Submit]** to create a new Gmail account. Your data will now be associated with this account.

17. On the **Verify your account screen**, confirm that the Phone number is the same you entered in Step 14 above.

The screenshot shows the "Verify your account" screen with the following elements and callouts:

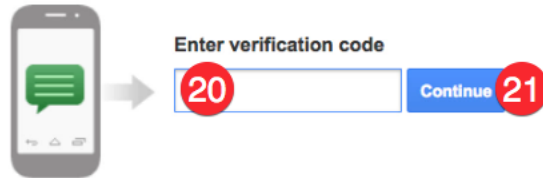
- 17**: "Phone number" field with a country code dropdown set to "US" and a number field containing "(603) 555-1933". An example number "ex: (201) 555-0123" is shown above the field. A note box says "Standard text messaging rates may apply."
- 18**: "How should we send you codes?" section with two radio buttons: "Text message (SMS)" (selected) and "Voice Call".
- 19**: A blue "Continue" button.

18. Select whether the verification code should be sent as a **Text message** or a **Voice Call**.

19. Click **[Continue]**.

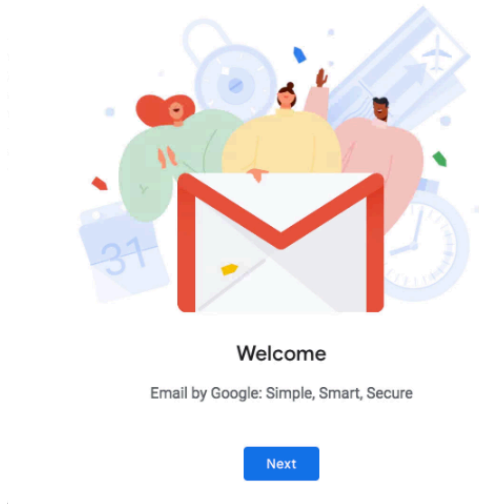
20. On the Verify your account screen, enter the verification code you receive on your mobile phone.

Verify your account



Didn't get your code? Sometimes it can take up to 15 minutes. If it's been longer than that, [try again](#).

21. Click **[Continue]** to finalize the account creation.



Your conflicting account is now resolved. The result is that you have two accounts:

- Your newly created **Individual Account** (replacing your old @dartmouth.edu account)
- Your new **Dartmouth Organizational G Suite Account** using your @dartmouth.edu email address and requiring login using your Dartmouth NetID and Password.
Note: A simple way to connect to your Dartmouth Google account is to go to <https://google.dartmouth.edu>.

