**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.
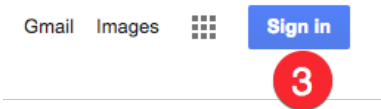
Note: If you routinely use Chrome to log in to your @dartmouth.edu Google account, you may be automatically logging into the account. If that is the case, select the account icon at the top right corner of the browser and select **[Sign Out]** before proceeding.
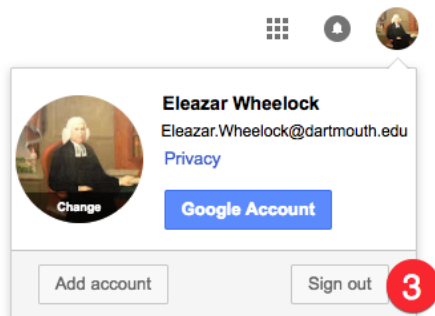
4. On the **Sign In screen**, enter your canonical **@Dartmouth.edu email address**.
   **Example:** Eleazar.Wheelock@Dartmouth.Edu
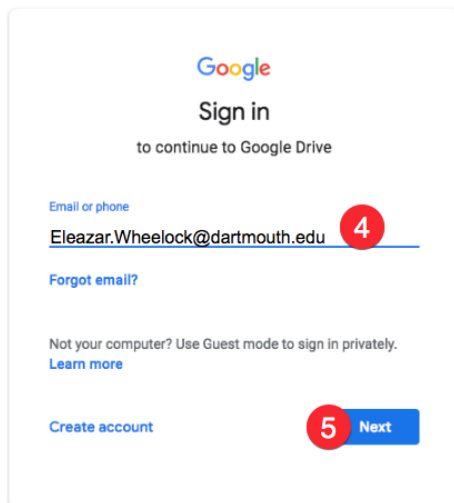
5. Click **[Next]** to advance to the next prompt.
6. On the next page, Google will present a screen indicating "There are two existing Google Accounts…" and will prompt you to select either
   - An Organization G Suite Account
   - An Individual Google Account

7. Choose **[Individual Google Account]** as shown below and enter the password associated with that Individual Google account.
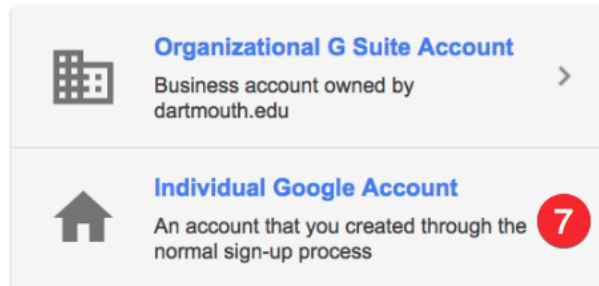
8. The resulting screen indicates that your account has changed due to the conflict and prompts you with two options to move forward:
   - Create an account with Gmail and a new Gmail address
   - Create an account that uses a non-Gmail address that you already own (i.e. @yahoo.com or @microsoft.com)

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.

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*; *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.

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

Enter verification code

[20] [ ] Continue [21]
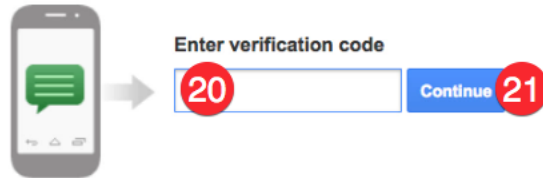
Didn't get your code? Sometimes it can take up to 15 minutes. If it's been longer than that, try again.
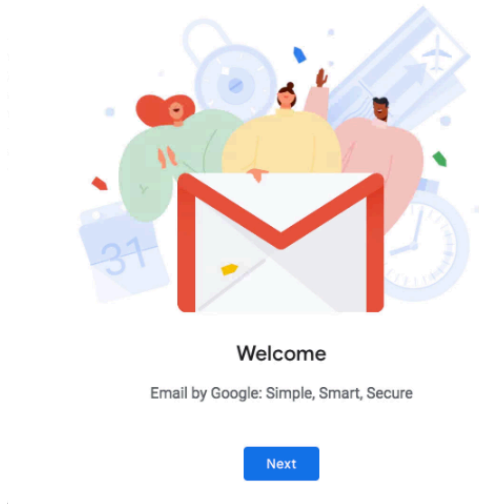
21. Click **[Continue]** to finalize the account creation.

Welcome

Email by Google: Simple, Smart, Secure

Next

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.

Images

Eleazar Wheelock
Eleazar.Wheelock@gmail.com
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Google Account

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Learn more

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