

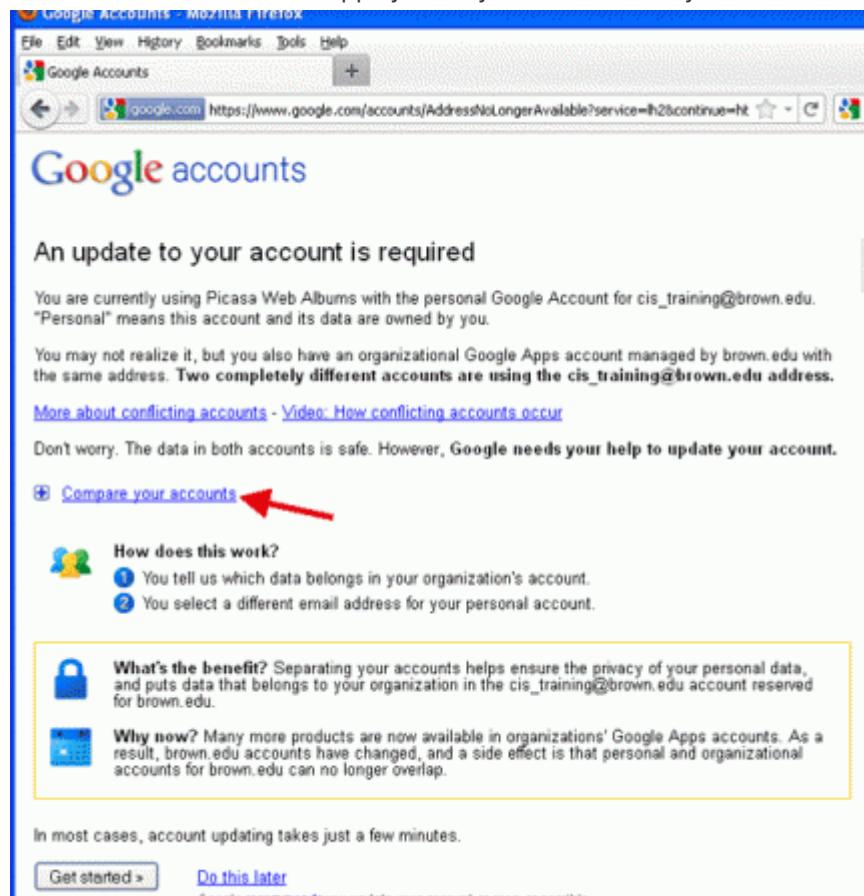


## Troubleshoot an Account Naming Conflict

Stephanie Obodda - 2026-02-14 - Comments (0) - Google Workspace

A naming conflict occurs if you used your Brown email address to access a consumer Google service (e.g., Blogger, YouTube) before that service was made available at Brown. In some cases, you may not remember doing this because it could have been as simple as a friend sharing content with your email address. As a result, an old account exists with your Brown email address as the username. Before you use the service again, you will be prompted to resolve the conflict.

1. When you are prompted to resolve the conflict, click the "Compare your Accounts" link to see what consumer apps you may have used with your Brown email address.



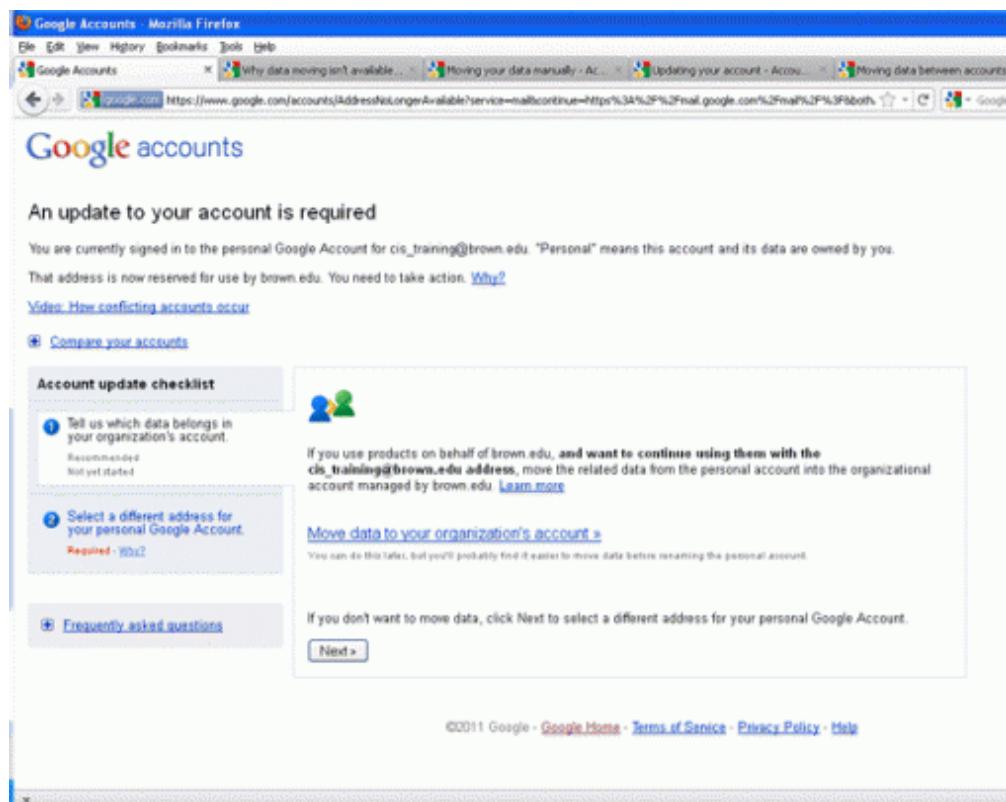
2. You will see something similar to the image below after you click Compare Your Accounts. In this case, I can see that I have accessed the consumer Google App Picasa (online photo albums) with my Brown email address, and this is what created my conflict. This is in conflict with my Brown account, shown on the right, because I used exactly the same email address (my @brown.edu address) to access Picasa.

The screenshot shows a Mozilla Firefox window with the title bar "Google Accounts - Mozilla Firefox". The address bar shows the URL "https://www.google.com/accounts/AddressNoLongerAvailable?service=hl2&continue=ht". The main content area displays a message: "Don't worry. The data in both accounts is safe. However, Google needs your help to update your account." Below this, there is a link "[? Compare your accounts]".

The interface is divided into two main sections:

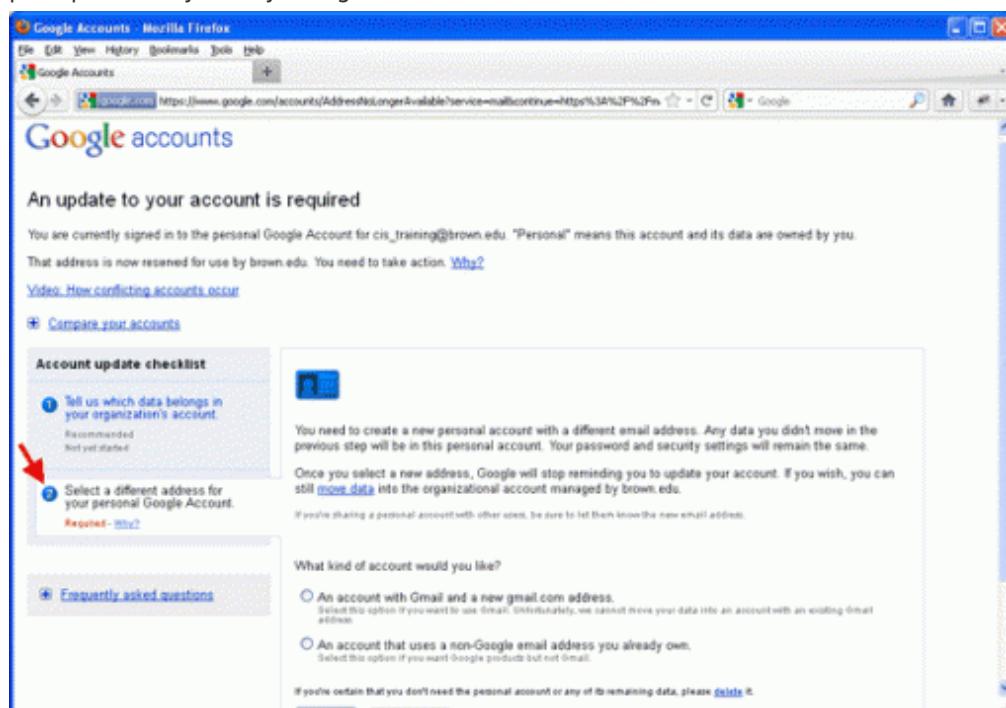
- Personal Google Account (Blue Box):**
  - Data owned by you:** "You probably created this account to use products like Google Checkout, AdWords, or Picasa."
  - Email Address:** cis\_training@brown.edu
  - Message:** "Your personal account needs to be renamed."
  - Google products used:** 1 (Picasa Web Albums)
  - Note:** "You have no personal Gmail for this account."
  - Link:** "View all the data" (blue text)
- Google Apps account (Green Box):**
  - Data owned by brown.edu:** "An administrator at brown.edu assigned you this account."
  - Email Address:** cis\_training@brown.edu
  - Message:** "This address is now reserved for the organizational account."
  - Google products used include:** Gmail
  - Note:** "...and others. You may also be using products like Calendar or Docs."
  - Note:** "You can't view the product data for this account because you're currently signed in to the personal Google Account."
  - Text:** "To view products and data for this account, [sign out](#) and then sign back in using the password for the organizational account managed by brown.edu."

3. Now I am given options for resolving the naming conflict. If you are directly logging in to an app such as Picasa, you may see the option to move the data to your Brown account. If you have a very compelling reason to do so, you can follow the instructions. However, **we recommend choosing the second option**, which is assigning the content to a different email address. (shown as #2 below).



The screenshot shows the Google Accounts page with the URL <https://www.google.com/accounts/AddressNotAvailable?service=mail&continue=https%3A%2F%2Fmail.google.com%2Fmail%2Fboth>. The page title is "Google accounts". A large box on the right is titled "Account update checklist". Step 2, "Select a different address for your personal Google Account", is highlighted with a blue border and a red arrow pointing to it. The "Required" label is in red. Step 1, "Tell us which data belongs in your organization's account", is marked as "Recommended" and "Not yet started". Step 3, "Move data to your organization's account", is shown with a "Move data to your organization's account" button. Step 4, "Frequently asked questions", has a "Next >" button. At the bottom, there are links to Google Home, Terms of Service, Privacy Policy, and Help.

4. Since I chose the recommended option #2 (select a different address for my personal Google account), I am asked to either choose a new Gmail account name (e.g. [josiahcarberry123@gmail.com](mailto:josiahcarberry123@gmail.com)) or choose a non-Brown, non-Gmail account that I already own (e.g. [josiahc@yahoo.com](mailto:josiahc@yahoo.com)).  
If you would like more time to decide, you can click the "Do This Later" button. However, it is recommended to decide as soon as possible, since you will be prompted every time you log in.



The screenshot shows the Google Accounts page with the same URL as the previous screenshot. The "Select a different address for your personal Google Account" step is highlighted with a red arrow pointing to it. The "Required" label is in red. The other steps and the "Frequently asked questions" section are visible but not highlighted.

5. If you opt to create a new Gmail account (as pictured below), **remember the**

**username and password that you choose! Since it is a personal account, Brown can't reset the password for you.** If you didn't remember creating any content with your Brown address outside of the core apps (Mail, Calendar, Sites, Groups, and Docs) then you may not need to use this account in the future. If you did create content, you can access it with this new account. You may also elect to use this new account for your personal email.

### Welcome to Gmail

You're currently signed in to your personal Google Account with a temporary login name. If you complete this form, you'll be adding Gmail to this account, and your Gmail address will become your primary account username.

First name:

Last name:

Desired Login Name: @gmail.com  
Examples: JSmith, John.Smith

Current password:

Security question:

If you forget your password we will ask for the answer to your security question. [Learn More](#)

Answer:

Recovery email:

This address is used to authenticate your account should you ever encounter problems or forget your password. If you do not have another email address, you may leave this field blank. [Learn More](#)

6. After resolving the conflict, you will have to Sign Out of your personal account so you can Sign In to your Brown account. The Sign Out option can be found by clicking your name on the top right of the page.

Related Google Support Article: [About Conflict Accounts](#)

#### Moving Content

Content from some apps can be moved to your Brown.edu account during the process. See the Google Support Article [About Conflict Accounts](#) for more information.

For other apps, [data can be moved manually](#).

You do not have to move your content. In many cases, those with naming conflicts will decide to assign their content to a new Gmail account or a personal non-Brown and non-Gmail email address. If you do choose to move data, please be aware that data moved to the Brown.edu account follows Brown's policies and terms.