

## About the conversion: A visualization on what's changing

Google offers different types of accounts to different types of users. Until recently, we offered two primary types of accounts that were completely separate services:

- **Google Accounts**
  - Provide access to all Google products and services, such as Gmail, Blogger, Orkut, and Web History.
  - Can be created with any email address, such as the email address you have with your organization, or with any webmail address (**@yahoo.com**, **@hotmail.com**, etc.).
  - Signing up for Gmail automatically creates a Google Account with that address.
- **Google Apps Accounts**
  - Issued and managed by and used with your **@my-domain.com** organization.
  - Provide access to only Gmail, Calendar, Docs, Sites, Groups, and Video.

### Before the transition

#### Google Accounts

Example accounts:  
**email@my-domain.com**  
username@gmail.com  
email@hotmail.com  
person@yahoo.com

#### Google Apps accounts

Example accounts:  
**email@my-domain.com**

#### Sample of products on Google Accounts:



#### Only 6 products on Google Apps accounts:



However, we recently transitioned Google Apps accounts so you can use your **@my-domain.com** address to access the same Google products and services that Google Accounts holders can. Your Google Apps Account is now a Google Account.

### Conflicting accounts

If you've used other Google products outside of the ones you can access with your Google Apps account such as Picasa, Reader, or AdWords, you've already created a conflicting Google Account. If you used your Google Apps email address to sign up for and use those other Google services, you now have two Google Accounts, with the same address.

For example, your Google Apps email address is **email@my-domain.com**. A while back, you may have signed up for Blogger with this email address, which created a Google Account. Since we've moved your Google Apps account to a Google Account infrastructure to allow access to all Google products, your other Google Account will be renamed to: **email+personal@my-domain.com**. You should add the **+personal** extension to your email address if you'd like to sign in to your old account.

### After the transition

#### Google Accounts

#### After the Transition

#### Google Apps accounts

username@gmail.com  
email@hotmail.com  
person@yahoo.com

~~email@my-domain.com~~  
→→→

email+personal@my-domain.com (conflicting account)

email@my-domain.com (Google Apps account)

←←←~~email@my-domain.com~~

Sample of products on Google Accounts:



Sample of products available for both accounts, after the transition:



Only 6 products on Google Apps accounts:



Keep in mind that you won't be able to sign in to multiple Google Accounts at a time. If this is a problem for you, [learn how to get around this issue](#).

Was this information helpful?

Yes  No

Google can send you a text message if you ever forget your password. [Learn more](#)

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