

What if I already have a Consumer Dropbox Account?

You need to decide whether to keep your consumer account *totally separate* or whether to *connect* it with GSU Dropbox or whether to *merge* it with your GSU Dropbox account.

If you already have an existing consumer version of Dropbox associated with your @gsu.edu campus email address, you will be given two options the first time you login to your new GSU Dropbox account:

Merge Your Account Content with Your New @gsu.edu Account

Those of you paying for a consumer version and not using a free version of Dropbox may want to contact Dropbox first about your account if you decide to “Merge” your account into your new GSU Dropbox account.

Merging your consumer version of Dropbox account to your new GSU Dropbox account only makes sense if you have been using the consumer account fully for GSU work related items.

Migrate Your Account Content to an Account using a Personal Address

If you have mixed personal files with work related files, then you will want to choose Migrating and change the email in your consumer version of Dropbox from @gsu.edu to some other personal external email address. For example, @gmail.com

If you have further questions regarding the information above, then please create a GSU Help Ticket so someone can help advise you on the best course of action for your situation: Call 404.413.4357 or email help@gsu.edu or go to the following link to fill out the Help Ticket creation form:

<https://gsutech.service-now.com/sp>