MIGRATION PLAYBOOK · GOOGLE WORKSPACE

How to migrate between two Google Workspace accounts

Consolidate Google Workspace accounts after a merger, acquisition or rebrand: choose between copying data, Google-run Domain Transfer and moving the domain yourself.

Updated 4 Nov 2026 6 phases 20 detailed steps 15 official sources

START HERE

How do you migrate between two Google Workspace accounts?

SHORT ANSWER

This moves people and their data from one Google Workspace account (an organisation's own Google Workspace setup, sometimes called a tenant) to another, usually after a merger. No single Google tool moves everything, so the plan copies email with Data import, copies Drive and Calendar with Google Workspace Migrate (Google's migration tool that you install on your own servers) or a third-party tool, then moves the domain once the old account is empty.

- **Recommended route:** Data import for email, Google Workspace Migrate or a third-party tool for Drive and Calendar, then a domain move
- **Order:** Choose between copying and Domain Transfer first, because it changes every later step.
- **6 phases:** Choose the approach, Map people and set up the target, Copy email, Copy Drive and Calendar, Move the domain and Check and clean up.
- **You're done when:** Every mapped user, shared drive and calendar is in the target, with failures explained.

The time depends on how much data you have: calendars are often the slowest part because of Google API limits (caps on how fast tools can write).

RECOMMENDED ROUTE

Data import for email, Google Workspace Migrate or a third-party tool for Drive and Calendar, then a domain move

Lets you choose what moves and who moves when, using tools you can run yourself.

▼ Other options and when to use them

- **Google Workspace Domain Transfer**
  : Links, file IDs and permissions must survive. Google runs it, it moves whole domains, and it cannot be rolled back.
- **User-driven moves**
  : A handful of users who can forward mail and transfer file ownership themselves during an overlap.

TOOLS FOR THIS PLAN

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

Compare options
Compare Microsoft 365 migration tools

Check your DNS
MX, SPF, DKIM and DMARC lookup

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Choose between copying and Domain Transfer first, because it changes every later step. Then build people and groups in the account you keep, copy while everyone keeps working in the old account, and move the domain last, because that step cannot be undone.

1. **Approach: copy tools or Google Domain Transfer**
   Domain Transfer keeps file links but is run by Google, moves whole domains and cannot be rolled back. Copy tools give files new IDs. Everything else depends on this choice.
2. **Linked services: Google Play, YouTube and Analytics owners**
   Google says an account linked to a Google Play Developer account loses that link when it moves to a new domain, so these transfers need lead time.
3. **Target users, groups and shared drives**
   Imports copy into accounts that already exist. Google Workspace Migrate does not create groups, and new groups can take up to 24 hours to appear, so group sharing is lost if they are missing.
4. **Migration admin accounts, Calendar API quota and tool set-up**

Google asks for migration super admins 24 hours ahead, and a quota increase takes time to approve. Calendars are the slowest part, so they need it first.

5 **Pilot, then main copies: Gmail with Data import, Drive and Calendar with your tool**

Copies leave the source unchanged, so people keep working there while they run.

6 **Delta copies and checks**

A delta (a top-up of only what arrived since) catches recent mail. The domain move removes the source, so every copy must be checked first.

7 **Domain move, in a quiet period**

Between removing the domain from the old account and adding it to the new one, the domain cannot be used, and deleting the old account is permanent.

8 **Clean-up: exit imports, suspend old accounts, turn Takeout off**

Exiting removes migration access from both accounts. Suspending first gives a safety period before anything is deleted.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

☐ **Copy or Domain Transfer**

Whether file links and IDs must survive, which only Domain Transfer keeps.

▼ How each tool handles it

Built-in method	Google Domain Transfer: relocates whole domains with their data. It is not self-service (Google runs it with you), cannot be rolled back, and moves everything rather than a selection. Copy methods (Data import, Google Workspace Migrate and third-party tools) create new files with new IDs, so old links break.
CloudM Migrate	Copies mail, Drive, shared drives, Groups, Calendar, resource calendars, Chat and Spaces between Google Workspace accounts.

Tip: If links must survive, talk to Google about Domain Transfer before you build anything else.

Google Workspace Admin Help: What is Domain Transfer Divestiture?

- [ ] **Which tool moves what**

  Which tool handles mail, Drive, shared drives, Calendar, Contacts and Groups, and who runs it.

  ▼ **How each tool handles it**

Built-in method	Data import: copies Gmail only, up to 1,000 users per import. Google Workspace Migrate: copies Gmail, Drive, shared drives, Calendar, Contacts and Groups, but not Google Sites or Chat. It runs on Windows servers you build (a platform server, two database servers and at least one node server), on supported editions only.
CloudM Migrate	Offers a CloudM-hosted option for smaller projects, with self-hosted kept for larger migrations.
Movebot	Moves mailboxes, calendars, contacts and personal and shared drives between accounts, with permissions and delta passes.

  Tip: Write the tool and owner for each data type into the plan before you announce dates.

  Google Workspace Migrate Help: Google Workspace to Google Workspace data migrated

- [ ] **User mapping and people with two accounts**

  Which target account each source user, group and shared drive maps to.

  ▼ **How each tool handles it**

Built-in method	Data import: uses a map CSV with Source GUser and Target GUser columns, and one source user cannot map to more than one target user. For people with accounts in both organisations, Google suggests picking the one they use most from the Accounts user report.

  Tip: Keep one identity mapping sheet for every tool, so mail and Drive land in the same account.

  Google Workspace Admin Help: Identity merge and deduplication

- [ ] **Gmail labels, filters and settings**

  How far back to copy mail, which labels to leave out, and whether filters and settings must come too.

  ▼ **How each tool handles it**

Built-in method	Data import: copies mail from your start date to the day you start, with labels; deleted and spam mail only if you tick them. If All Mail is in the excluded labels, no mail is imported. Filters and settings are not mentioned in Google's Data import page: test it in your pilot. Google Workspace Migrate: copies labels, filters, blocked addresses, POP and IMAP settings and the default signature; it skips Trash, Spam, forwarding to outside domains and snooze. Google lists send-as as not migrated on one page and as an option on another: test it in your pilot.

Tip: Never put All Mail in the excluded labels list.

Google Workspace Admin Help: Import email from a Google Workspace account

- [ ] **File versions (revisions)**

Whether earlier versions of files must come across.

▼ How each tool handles it

Built-in method	Google Workspace Migrate: "Migrate revisions" copies earlier versions of non-Google files such as .docx and .pdf. Revisions of Google Docs, Sheets and Slides are not migrated. Revisions are on by default for shared drive migrations.
CloudM Migrate	Not stated in CloudM's documentation: test it in your pilot.
Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: Tell owners of important Google Docs that version history stays in the old account.

Google Workspace Migrate Help: About settings template options

- [ ] **Sharing permissions and comments**

Whether sharing should be copied, whether people get emailed about it, and what happens to shares with users who are not mapped.

▼ How each tool handles it

Built-in method	Google Workspace Migrate: "Migrate sharing permissions" is on by default. "Allow email invitations" is off by default; turned on, it emails everyone given access. "Allow unmapped users" carries source-domain shares across,

	but those users get no access in the target. "Migrate comments" is on by default for Google files.
CloudM Migrate	Advises moving Groups before Drive data so group sharing resolves.
Movebot	Moves drives with permissions.

Tip: Create and fill target groups at least a day before Drive copies start.

Google Workspace Migrate Help: About settings template options

- [ ] **Modified dates and authors**

Whether file dates and who last changed each file must survive.

▼ **How each tool handles it**

Built-in method	Google Workspace Migrate: copies the modified date and last-modified user. Created date: not stated in Google's documentation: test it in your pilot.
CloudM Migrate	Not stated in CloudM's documentation: test it in your pilot.
Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: Compare a few files in the pilot, especially ones edited by several people.

Google Workspace Migrate Help: Google Workspace to Google Workspace data migrated

- [ ] **What is not moved**

Who handles Sites, Chat, shortcuts and other items the tools skip.

▼ **How each tool handles it**

Built-in method	Google Workspace Migrate: does not move Drive shortcuts, links inside files, stars, folder colours, descriptions, files in Trash, Google Sites or Chat history. It cannot move shared drive content into My Drive.
CloudM Migrate	Lists Chat and Spaces among the items it moves between accounts.

Tip: Ask Site owners to copy their Sites, and tell users which links they must update.

Google Workspace Migrate Help: Google Workspace to Google Workspace data migrated

- [ ] **Calendars and rooms**

How many users to copy at once, and who creates room resources in the target.

▼ **How each tool handles it**

Built-in method	Google Workspace Migrate: copies primary and secondary calendars, recurring events, calendar permissions and attachments (if the Drive file also moves). Rooms must be created in the target first. Meet links, reminders and deleted events do not move. Google caps Calendar writes at 60 per minute, which cannot be raised, and suggests a quota of 160 per minute times the users you copy at once.
CloudM Migrate	Lists Calendar and resource calendars among the items it moves.

Tip: Request the Calendar quota early and run calendars in small groups.

Google Workspace Migrate Help: Monitoring points for Google to Google migrations

- [ ] **Groups**

Who creates target groups and their members, and whether group settings must match.

▼ **How each tool handles it**

Built-in method	Google Workspace Migrate: copies group members and roles, the description and the "Who can" settings. Google says it does not create the groups, so create them in the target first; new groups can take up to 24 hours to appear. Group email history is not migrated.
CloudM Migrate	Lists Groups as a migration item between accounts.

Tip: Export group email history you must keep before the source account is deleted.

Google Workspace Migrate Help: Google Workspace to Google Workspace data migrated

- [ ] **Contacts**

Whether personal contacts move with the tool or users export them.

▼ **How each tool handles it**

Built-in method	Data import: does not move contacts. Google Workspace Migrate: copies personal contacts and contact groups, but not "Other contacts".

Movebot	Lists contacts among the items it moves between accounts.

Tip: Where your tool skips contacts, users can export them to CSV and import them in the new account.

Google Workspace Migrate Help: Google Workspace to Google Workspace data migrated

- [ ] **Reports and migration access**

Where to keep reports, and when to remove migration access.

▼ **How each tool handles it**

Built-in method	Data import: exiting an import deletes its client ID and removes it from domain-wide delegation (the admin setting that lets migration tools read every user's data), and you lose its configuration and reports.

Tip: Export reports first, then exit, then check domain-wide delegation in both accounts for anything left behind.

Google Workspace Admin Help: Import email from a Google Workspace account

THE PLAN, PHASE BY PHASE

1 Choose the approach — Before you start

Decide whether file links and IDs must survive. If so, ask Google about Domain Transfer first.

Check your

edition supports Google Workspace Migrate, or pick a third-party tool.

List Google Play, YouTube and Analytics owners, and arrange transfers early.

Watch out: Copy methods (Data import, Google Workspace Migrate and third-party tools) create new files with new IDs, so links to old files break.

WAYS AROUND IT

- Use Domain Transfer if links must survive, or tell users to update saved links and bookmarks.

Watch out: Google Workspace Migrate runs on Windows servers you build: a platform server, two database servers and at least one node server.

WAYS AROUND IT

- Provision the servers before the project starts, or compare a hosted tool on features and price.

TOOLS THAT CAN DO IT

CloudM Migrate
Offers a CloudM-hosted option for smaller projects, with self-hosted kept for larger migrations.

Show the detail →

2 Map people and set up the target

List every source user, group, shared drive and room with its target in an identity mapping sheet.

For people with two accounts, pick the one they use most from the Accounts user report.

Create and licence every target

user, because imports copy into existing accounts.

Create target groups and their members at least a day ahead.

Create target shared drives and map each source shared drive to one.

> ⚠ **Watch out:** Google Workspace Migrate does not create groups, so sharing to groups is lost if they do not exist yet.
>
> **WAYS AROUND IT**
>
> - Create target groups first. New groups can take up to 24 hours to appear.
>
> **TOOLS THAT CAN DO IT**
>
> **CloudM Migrate**
> Lists Groups as a migration item and advises moving Groups before Drive data so group sharing resolves.

Show the detailed steps (3) →

3 Copy email

In the target Admin console, request authorisation from the source super admin, who approves within 24 hours.

Upload an import map CSV (a plain spreadsheet file) with Source GUser and Target GUser columns.

Set the start date

and any labels to exclude, but never exclude All Mail.

Start the import, check the counters, and export reports before you exit.

> **Watch out:** Data import moves email only, up to 1,000 users per import. Drive, shared drives and Calendar need another tool.
>
> **WAYS AROUND IT**
>
> - Name the tool and owner for Drive and Calendar in the plan before you announce dates.
>
> **TOOLS THAT CAN DO IT**
>
> **CloudM Migrate**
> Moves mail, Drive, shared drives, Groups, Calendar, resource calendars, Chat and Spaces between tenants.
>
> **Movebot**
> Moves mailboxes, calendars, contacts and drives between tenants, with permissions and delta passes.

Show the detailed steps (4) →

4 Copy Drive and Calendar

- Create the migration super admin accounts at least 24 hours ahead, with Calendar turned on.
- Request Calendar API quota of 160 per minute times the users you migrate at once.
- Install Google Workspace Migrate, or set up your third-party tool.

Move shared drive content into shared drives, and plan any Drive with 400,000 files or more.

Ask site owners to copy Google Sites, and export contacts by CSV where your tool skips them.

> **Watch out:** Google Workspace Migrate: Google caps Calendar write operations at 60 per minute and this cannot be raised, so calendars move slowly.
>
> **WAYS AROUND IT**
>
> - Request the quota early and limit how many users migrate at once.

> **Watch out:** User-driven moves (no migration tool): some Google services do not support transferring ownership to another account.
>
> **WAYS AROUND IT**
>
> - For small teams, have users download and re-upload those files during the overlap.

Show the detailed steps (6) →

5 Move the domain

A quiet weekend or holiday

Run a delta import (a top-up of mail that arrived since) and check every copy is complete.

Cancel the source subscription, then delete the source account or remove the domain.

Add the domain to the account you keep, verify it and add addresses to users.

Check MX shows smtp.google.com, activate Gmail and set up DKIM (a signature that proves mail is yours).

Add old addresses as aliases where people keep them,

and have users set up send-as.

> **Watch out:** Between removing the domain from the old account and adding it to the new one, the domain cannot be used, and deleting the source account is permanent.
>
> **WAYS AROUND IT**
>
> - Verify every import first, and tell partners about possible mail delays.

> **Watch out:** Data Export (Google's admin tool for exporting all data) archives cannot be uploaded to another Google Workspace account, and Google deletes data in the default storage bucket after 60 days.
>
> **WAYS AROUND IT**
>
> - Use Data Export only for a retention copy, and download it before it expires.

Check your DNS records before and after the change

Show the detailed steps (4) →

6 Check and clean up

Check every mapped user imported, with Failed at zero or explained.

Confirm shared drives, calendars

and group sharing work in the target.

Suspend old accounts for an agreed period, then delete or archive them.

Exit completed imports so their access is removed from domain-wide delegation in both accounts.

Turn Takeout off again for source

accounts
once
users
have
finished
with
it.

> **Watch out:** Copy tools leave the source unchanged, but once the domain moves or the source is deleted you cannot send people back.
>
> **WAYS AROUND IT**
>
> - Keep the source account until every check passes and every export is downloaded.

Show the detailed steps (3) →

You are finished when

- Every mapped user, shared drive and calendar is in the target, with failures explained.
- The domain is verified in the account you keep, and outside mail arrives with SPF and DKIM passing.
- No one still reads or sends mail in the source account.
- No leftover migration access remains in domain-wide delegation (the admin setting that lets tools read every user's data) in either account.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance

There is no single tool that merges two Google accounts across every Google service. Google says so in its identity merge guidance. Most projects combine three things: a mail copy with Data import, a Drive and Calendar copy with Google Workspace Migrate or a third-party tool, and a domain move once the source account is empty.

Larger organisations can ask Google about **Domain Transfer**, which relocates whole domains and their users inside Google rather than copying data. It is quicker for Google-to-Google moves, but it is not self-service and you cannot pick and choose what moves.

EMAIL ONLY, UP TO 1,000 USERS PER IMPORT

Data import in the target Admin console, authorised by a super admin in the source

DRIVE, SHARED DRIVES, CALENDAR, GROUPS

Google Workspace Migrate, or third-party tools

WHOLE DOMAINS, DATA RELOCATED NOT COPIED

Google Workspace Domain Transfer, run with Google, not self-service

DOMAIN MOVE YOURSELF

Save data, remove the domain from the account you are closing, add it to the account you keep

1 What you need before step one

Need	Details	Where to get it
Target Google admin	A super administrator in the account you keep, to run Data import and add the domain.	Target Google Admin console (https://admin.google.com) > Account > Admin roles
Source Google admin	A super administrator in the source account, to authorise the Data import request, cancel the subscription and allow data export.	Source Google Admin console > Account > Admin roles

Need	Details	Where to get it
Licences	A licence in the target for every user before import. For a Google-run Domain Transfer, matching licences must already exist in the destination.	Google or your reseller; check current pricing. Target Admin console > Billing > Subscriptions
Target users and groups	Every target user and group created first, because imports map to existing accounts.	https://knowledge.workspace.google.com/admin/users/add-or-update-multiple-users-from-a-csv-file
Google Workspace Migrate (Drive, shared drives, Calendar, Groups)	Windows servers you provide: a platform server, two database servers and at least one node server.	https://support.google.com/workspacemigrate/answer/9222864
Migration super admin accounts	Created at least 24 hours before you start, with Calendar turned on for each.	Google Admin console > Account > Admin roles
Calendar API quota	Google recommends requesting 160 queries per minute times the number of users you migrate at once.	Google Cloud console (https://console.cloud.google.com) > the migration project > Calendar API quotas
DNS and domains	Sign-in to the DNS host for verification, MX and DKIM, plus the Domain settings administrator privilege in the target.	Add a domain to Google Workspace, set up DKIM
Files to prepare	Identity and licence mapping sheet, an import map CSV (Source GUser, Target GUser) and a confirmed export of anything you must keep from the source.	Data import > Business Gmail > Download a sample CSV

2 Choose an approach

Approach	Best for	What Google says about it
Data import (email)	1 to 1,000 users, mail only	Copies Gmail from one Google Workspace account to another; the source super admin authorises it
Google Workspace Migrate	Large moves with Drive, shared drives, Calendar, Groups	Designed for migrations of 1,001 users or more; complex to install and configure
Domain Transfer	Moving whole domains between accounts	Not self-service; contact a Google sales representative or Google Cloud consulting
Domain Transfer Divestiture	Splitting secondary domains out of an account	Moves selected domains with their users, groups and calendar resources; generally takes 24 hours
User-driven moves	Very small teams	Users forward mail and transfer ownership themselves during an overlap period

Check edition eligibility. Google Workspace Migrate is only available on specific editions, including Business Standard and Plus, Enterprise Standard and Plus, and Education Standard and Plus. Check Google's current list before you plan around it.

3 Map identities and decide which account each person keeps

3 steps

1

Build a source-to-target map

Where: Your Identity and licence mapping sheet, with usage data from the Accounts user report and Email Log Search in the Google Admin console (Reporting)

List every source user, group, shared drive and calendar resource with its target. Where a person already has an account in both organisations, decide which one they keep. Google suggests checking the Accounts user report (Gmail and Drive storage, emails, files edited, Drive last active time) and Email Log Search to see which account is really used.

✓ **You should see:** Every source object has exactly one target in the sheet, and each duplicate person has a chosen account.

2

Create target users, groups and licences

Where: Target Google Admin console (admin.google.com) > Menu > Directory > Users and Menu > Directory > Groups

The data import tool and Google Workspace Migrate copy into existing accounts. Create and licence every target user first (bulk create users in Google Workspace). Google Workspace Migrate does not create groups, so target groups must exist before you migrate group-shared content; new groups can take up to 24 hours to appear.

✓ **You should see:** Every target user and group in the mapping sheet exists in the target Admin console with a licence where needed.

3

Plan address changes

Where: Your Identity and licence mapping sheet; each user's Gmail > Settings > See all settings > Accounts (Send mail as)

If people keep their old address, plan it as an alias on the target account. Users then set up send-as for the alias under **Accounts** > **Send mail as** > **Add another email address**, ticking **Treat as an alias**. If you use third-party single sign-on, the identity provider must send the new address.

✓ **You should see:** Each kept address is recorded as an alias, and a test user can send from it.

4 Copy Gmail with Data import

4 steps

1

Request authorisation from the source

Where: Target Google Admin console > Menu > Data > Data import & export > Data import > Business Gmail > Import, signed in as a target super administrator

Enter the source super admin's address in **Source super admin email address** and click **Request authorization**. The request expires in 24 hours. The source admin opens the link in the email, signs in to their Admin console and clicks **Authorize**. Then you click **Verify authorization**.

✓ **You should see:** The connection status changes to Connected.

2

Upload the import map

Where: Data import > Business Gmail > Upload import map CSV, then Tasks

Create a CSV with `Source GUser` and `Target GUser` (the **Download a sample CSV** link gives a template). Each source user maps to one target user. The tool supports up to 1,000 users per import. Click **Upload import map CSV**, select the file and click **Open**.

```
Source GUser,Target GUser
will@fabrikam.com,will@contoso.com
maria@fabrikam.com,maria@contoso.com
```

✓ **You should see:** Tasks shows the upload as successful. If it fails or sticks, select the file, click Delete, confirm with Yes and upload again.

3

Set the start date and exclusions

Where: Data import > Business Gmail > import settings

Choose the **Start date**, and optionally **Import deleted emails** and **Import spam emails**. In **Exclude specific labels**, enter labels by full path, separated by commas, for example `Travel,Travel/Asia`. Never add **All Mail**: if you do, no email is imported. Click **Save**.

✓ **You should see:** The settings are saved and shown on the import page.

4

Start, then run a delta before cutover

Where: Data import > Business Gmail import page

Click **Start import**, check the counters (Discovered tasks, Successful, Failed, Users processed, Emails imported) and the completion email, then run a delta import to pick up mail that arrived since. Export reports before you exit the import.

✓ **You should see:** The status shows In progress, then a completion email arrives with statistics and reports.

5 Move Drive, shared drives and Calendar

6 steps

Data import between Google accounts covers email. For Drive and Calendar use Google Workspace Migrate, a third-party tool, or the user-driven options in Google's identity merge guidance.

1

Install Google Workspace Migrate if you use it

Where: Windows servers you provide (platform, database and node servers), following Google Workspace Migrate Help > Install & set up

Google Workspace Migrate is self-hosted. Check the system requirements (Windows Server, a platform server, two database servers and at least one node server), then follow Google's install and set up the platform steps: download the installers, install the databases, the platform and the node servers.

✓ **You should see:** The Google Workspace Migrate management app opens from the Start menu on the platform server and you can sign in.

2

Shared drives go to shared drives

Where: Google Workspace Migrate web console, settings templates

Google Workspace Migrate can only move shared drive content into another shared drive, not into a user's My Drive, and it needs a shared drives settings template. Create the target shared drives first and map each source drive to one.

✓ **You should see:** Each source shared drive has a target shared drive and the migration uses the shared drives settings template.

3

Plan very large drives

Where: Google Workspace Migrate, sharding users list

Google says moving 400,000 files or more into one user's Drive needs extra planning, with a sharded users list. Use temporary users for the shards and delete them afterwards.

✓ **You should see:** Drives at or above 400,000 files are assigned to a sharding users list before the run.

4

Request Calendar API quota

Where: Google Cloud console (console.cloud.google.com) > the migration project > Calendar API quotas

Google recommends requesting a Calendar API queries-per-minute quota of 160 times the number of users you migrate at once. Write operations are capped at 60 per minute and that cannot be raised.

✓ **You should see:** The quota request is approved before you start Calendar migrations.

5

Prepare super admin accounts in advance

Where: Google Admin console > Menu > Account > Admin roles, and Menu > Apps > Google Workspace > Calendar (service status)

Create the migration super admin accounts at least 24 hours before you start and make sure Calendar is turned on for each.

✓ **You should see:** Each migration admin shows the Super Admin role and Calendar ON, at least a day before the first run.

6

Small teams: transfer ownership

Where: Each user's Google Drive and Google Calendar, signed in to the source account

Without a migration tool, users can transfer calendar event and Drive file ownership during an overlap period. Google notes that some services do not support ownership transfer, so users may need to download and re-upload.

✓ **You should see:** Files and calendars show the new account as owner, or have been re-uploaded there.

6 Contacts, Sites and other services

Service	Options Google lists
Contacts	CSV export and import, People API, Google Workspace Migrate
Google Sites	The site owner copies the site to the new account
Google Groups and Forms	Covered by Google Workspace Migrate; target groups must exist first
Google Analytics	Move properties between accounts

Service	Options Google lists
YouTube	Change channel owners if the channel uses a Brand Account
Google Play Developer	Association is lost; create a new developer account and request an app transfer

7 Move the domain to the account you keep

4 steps

If you are not using Domain Transfer, Google's merge guidance has you save data first, then remove the account you are closing, then add its domain to the account you keep.

1

Confirm data is saved

Where: Target Admin console > Data > Data import & export > Data import (import status), or source Admin console > Menu > Data > Data import & export > Data export

Use the data import tool or Google Workspace Migrate to copy data into the target. If neither is possible, export with the Data Export tool: click **Set up new export**, name it, choose the scope and click **Start export**. Google warns that data exported with the Data Export tool cannot be uploaded to another Google Workspace account. Exports are available no earlier than 48 hours after they start.

✓ **You should see:** Every import shows completed with reports saved, or the export shows Status Complete with Actions > View Archive available.

2

Remove the source account or domain

Where: Source Google Admin console > Menu > Billing > Subscriptions (admin.google.com/ac/billing/subscriptions)

Click the subscription, then **More** (if shown) and **Cancel Subscription**, and follow the prompts to **Cancel My Subscription**. Then delete the account you are not keeping. Deletion is permanent. For Cloud Identity, remove the domain or domain alias. Schedule this for a quiet period, because the domain is unusable for a while.

✓ **You should see:** The subscription shows as cancelled, and the domain becomes free to add elsewhere (Google says within 24 hours of deleting the account).

3

Add the domain to the target

Where: Target Google Admin console > Menu > Account > Domains > Manage domains > Add a domain

Add the domain as a secondary domain or user alias domain in the account you keep, select **Add domain & start verification**, verify it, and add addresses to users. Only the primary domain can have custom web addresses and domain aliases. See add a domain to Google Workspace.

✓ **You should see:** The domain shows as verified in Manage domains and users have addresses on it.

4

Check MX and DKIM

Where: Your DNS host's control panel, and target Admin console > Menu > Apps > Google Workspace > Gmail > Authenticate email

MX stays on Google. Check that the MX records match Google's current value (`smtp.google.com`, priority 1), click **Activate Gmail** for the domain in Manage domains if shown, and set up DKIM for the domain in the account you keep (set up DKIM).

```
nslookup -type=mx fabrikam.com
```

✓ **You should see:** The lookup returns smtp.google.com and Authenticate email shows the domain as authenticating.

⚠ **Domain Transfer cannot be rolled back.** Once a Google-run transfer starts it cannot be undone, admins lose Admin console access for part of it, and matching licences must already exist in the destination.

8 Clean up duplicate accounts

3 steps

1

Suspend before you delete

Where: Google Admin console > Menu > Directory > Users > the old account

Suspend old accounts for an agreed period so missed content can still be recovered, then delete or archive them under your retention policy. Record the dates in your Decommission checklist.

✓ **You should see:** The old accounts show as Suspended in the user list until their deletion date.

2

Limit Takeout

Where: Source Google Admin console > Menu > Data > Data import & export > Google Takeout

If users need Takeout to move personal items, Google recommends turning it on only for source accounts and only for as long as needed. Select the source organisational unit or group, set **Data export permission** to **Allow** and select **Save** (or **Override**); set it back to **Don't allow** when done.

✓ **You should see:** Takeout shows Allow only for the source accounts. Changes can take up to 24 hours.

3

Remove delegation

Where: Data import > each completed import > Exit import, then both Admin consoles > Security > Access and data control > API controls > Manage Domain Wide Delegation

Exit completed imports (**Exit import**, then **Exit and delete import**) so their client IDs are removed from domain-wide delegation in both accounts. Check the list in each account afterwards.

✓ **You should see:** No Data import client remains in either account's API clients list.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this 4 options −

Data import for email, then move the domain

LOW EFFORT

Best for: Up to 1,000 users where mail is the main thing to move

+ Built into the target Admin console, authorised by a super admin in the source
+ No servers or extra tools
– Moves email only: Drive, shared drives and Calendar need another method
– The domain can only move once the source account no longer uses it

Read more →

Google Workspace Migrate

HIGH EFFORT

Best for: Large moves with Drive, shared drives, Calendar and Groups, which Google designs it for at 1,001 users or more

+ Google's own tool for content beyond email
+ Handles shared drives, Calendar and Groups
– Only available on specific editions
– Needs servers you install and configure; Google describes it as complex
– Calendar moves can hit API quota limits

Read more →

Google Workspace Domain Transfer

MEDIUM EFFORT

Best for: Larger organisations moving whole domains between accounts

+ Relocates users and data inside Google rather than copying it
+ Quicker than a copy for whole-domain moves
– Not self-service: arranged through Google sales or Google Cloud consulting
– Cannot be rolled back, and you cannot choose what moves
– Matching licences must already exist in the target

Read more →

Third-party migration tool

MEDIUM EFFORT

Best for: Organisations without access to Google Workspace Migrate, or that want vendor support for Drive and Calendar

+ Options such as CloudM and Movebot support Google Workspace sources
+ No servers to build yourself
– Extra product to buy: check the vendor's current pricing
– Copied files get new IDs, so old links break

OUR ADVICE

Decide first between copying data and Domain Transfer. If you want selective control, combine Data import for mail with Google Workspace Migrate or a third-party tool for Drive and Calendar, then move the domain. For a handful of users, Google's user-driven option of forwarding mail and transferring file ownership during an overlap can be enough.

Decide early between copying data and Domain Transfer

REDUCES RISK

Copy tools give files new IDs and links. Domain Transfer relocates domains with their data, but it is not self-service, cannot be rolled back and moves everything rather than a selection.

WHAT TO DO

If links, file IDs and permissions must survive, talk to Google sales or Google Cloud consulting about Domain Transfer before you build a copy plan.

Google Workspace Admin Help: What is Domain Transfer Divestiture?

Know that the data import tool moves email only

SAVES TIME

Between Google accounts, Data import copies Gmail. Drive, shared drives and Calendar need Google Workspace Migrate, a third-party tool or user-driven transfers.

WHAT TO DO

Scope Drive and Calendar separately in the plan, with the tool and owner named, before you announce dates.

TOOLS THAT CAN GET AROUND THIS

Third-party Google to Google tools copy Drive, shared drives and Calendar between tenants in the same project as mail, so you do not need a separate tool or user-driven transfers for files and calendars.

CloudM Migrate

Moves mail, Drive, shared drives, Groups, Calendar, resource calendars, Chat and Spaces between Google Workspace tenants.

Movebot

Moves mailboxes, calendars, contacts and personal and shared drives between tenants, with permissions and delta passes for changed files.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Google Workspace Admin Help: Import email from a Google Workspace account

Budget servers and time for Google Workspace Migrate

COST LEVER

Google Workspace Migrate is self-hosted on Windows servers: a platform server, two database servers and at least one node server, on supported editions only.

WHAT TO DO

Confirm your edition and provision the servers before the project starts. For smaller moves, compare a third-party SaaS tool on features and current pricing.

TOOLS THAT CAN GET AROUND THIS

A vendor-hosted migration tool removes the need to build and patch Google Workspace Migrate's platform, database and node servers.

CloudM Migrate

Offers a CloudM-hosted option for smaller projects, with self-hosted kept for larger migrations that need dedicated infrastructure.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Google Workspace Migrate Help: System requirements

Create groups before migrating group-shared content

REDUCES RISK

Google Workspace Migrate does not create groups, so sharing to groups is lost if the target groups do not exist. New groups can take up to 24 hours to appear.

WHAT TO DO

Create target groups with their members at least a day ahead and map them in the identity mapping.

TOOLS THAT CAN GET AROUND THIS

Some third-party tools migrate Google Groups as their own item, so the target groups exist before Drive content that is shared with them.

CloudM Migrate

Lists Groups as a migration item between tenants and advises moving Groups before Drive data so group sharing resolves.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Google Workspace Migrate Help: Monitoring points for Google to Google migrations

Raise Calendar quota before calendars move

PERFORMANCE

Google recommends a Calendar API quota of 160 times the concurrent users, and writes are capped at 60 per minute, so calendars are often the slowest part.

WHAT TO DO

Request the quota in the Google Cloud project early and limit the number of users migrated at once.

Google Workspace Migrate Help: Monitoring points for Google to Google migrations

Pick the account each person keeps using real usage data

USER IMPACT

People with accounts in both organisations often use one far more than the other. Keeping the wrong one means moving more data and more user disruption.

WHAT TO DO

Compare both accounts in the Accounts user report and Email Log Search before you fill the mapping sheet.

Google Workspace Admin Help: Identity merge and deduplication

Never exclude All Mail

REDUCES RISK

If All Mail is in the excluded labels list, no email is imported at all, and you have to exit and start again.

WHAT TO DO

Exclude only specific labels by full path and check the exclusions before you click Start import.

Google Workspace Admin Help: Import email from a Google Workspace account

Schedule the domain move for a quiet period

REDUCES RISK

Between removing the domain from the old account and adding it to the new one, the domain is unusable for a while, and deleting an account is permanent.

WHAT TO DO

Verify every import and export first, pick a weekend or holiday, and tell partners about possible mail delays.

Google Workspace Admin Help: Merge domains from separate accounts

Treat Data Export archives as records, not a migration path

COMPLIANCE

Data exported with the Data Export tool cannot be uploaded to another Google Workspace account, exports take time, and the default bucket deletes data after 60 days.

WHAT TO DO

Use Data import or Google Workspace Migrate to move data, and use Data Export only for a retention copy that you download before it expires.

Google Workspace Admin Help: Export all your organisation's data

Check Google Play and other linked services

USER IMPACT

Accounts linked to a Google Play Developer account lose that link when moved to a new domain, and YouTube channels move only through Brand Account owners.

WHAT TO DO

List Play, YouTube and Analytics owners early and arrange app transfers and owner changes before deleting old accounts.

Google Workspace Admin Help: Merge domains from separate accounts

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

9 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
Every mapped user imported successfully	In the target Admin console open **Menu > Data > Data import & export > Data import > Business Gmail** and read the counters (Users processed, Successful, Failed). Export the reports before you exit the import, and compare with your Identity and licence mapping sheet.	Every source user in the import map is processed, Failed is zero or explained, and no one is missing from the map.

Check	How to check	What good looks like
Mail volume and labels match	Sign in to Gmail as a sample of target users and compare labels and recent mail with the same source account. Check that the delta import ran after the last mail reached the source.	Labels match the source, apart from those you excluded, and the newest source messages are present in the target.
Drive, shared drives and calendars arrived	If you used Google Workspace Migrate, review its reports in the web console. Then open Google Drive and Google Calendar for a sample of target users and compare files, shared drives and upcoming events with the source.	Each source shared drive has a matching target shared drive with its content, and users see their files and future events.
Groups and sharing work in the target	In the target Admin console open **Menu > Directory > Groups** and compare members with the source groups. Ask members to open content shared with a group.	Every group in the mapping exists with the right members, and group-shared files open for them.
The moved domain is verified and receiving mail	In the target Admin console check **Menu > Account > Domains > Manage domains** shows the domain as verified with Gmail active. Run `nslookup -type=mx fabrikam.com` and send a test message from outside to an address on the domain.	The domain is verified in the account you keep, MX shows smtp.google.com, and outside mail reaches the target user.
DKIM and SPF pass for the moved domain	In **Apps > Google Workspace > Gmail > Authenticate email** select the domain and check authentication is on. Send to an outside mailbox and use **More > Show original**.	SPF and DKIM pass for the domain from the target account.

Check	How to check	What good looks like
Users send as their old address where planned	Ask users who kept an old address to send from the alias, set up under **Settings > See all settings > Accounts > Send mail as**.	Mail sent from the alias shows the old address and replies reach the target account.
Phones and browsers use the target account	Ask each user to sign out of the source account on phones and browsers and confirm they work in the target account.	No user is still reading or sending mail in the source account.
Source accounts are quiet and access is closed	In the source Admin console use **Reporting > Email Log Search** for recent mail, and check **Security > Access and data control > API controls > Manage Domain Wide Delegation** in both accounts after you exit imports.	No new mail reaches the source accounts, and no leftover migration client IDs remain in domain-wide delegation.

Rollback plan

If it goes wrong −

ROLL BACK IF

- The import shows many failed users or missing labels and the cause cannot be fixed before cutover
- Shared drives or calendars are badly incomplete after the Google Workspace Migrate run
- Mail for the moved domain bounces after it is added to the target account
- Users cannot sign in to their target accounts on cutover day

POINT OF NO RETURN

Data import and Google Workspace Migrate copy data and leave the source account unchanged, so you can send people back while the source exists. The hard points are, in order: removing the domain from the source account (mail for it then follows whichever account verifies it), cancelling the source subscription,

and deleting the source account, which Google says is permanent. If you use Google's Domain Transfer instead, it cannot be rolled back once it starts.

1

Pause further imports

Where: Target Google Admin console > Menu > Data > Data import & export > Data import

Do not run another delta or start new Google Workspace Migrate jobs. Export the current reports so you have a record of what was copied.

✓ **You should see:** No import is running and the reports are saved.

2

Send users back to their source accounts

Where: Your User communication pack, and the source Admin console > Menu > Directory > Users

Tell users to work in their source account again. If you suspended any source accounts, select each one and choose **Reactivate**.

✓ **You should see:** Users sign in and work in the source account.

3

Move the domain back if you already moved it

Where: Target Admin console > Menu > Account > Domains > Manage domains, then the source Admin console

Remove the domain's addresses and aliases from target users, remove the domain from the target account, then add and verify it again in the source account and select **Activate Gmail** if shown. This only works while the source account still exists.

✓ **You should see:** The domain is verified in the source account and outside test mail arrives there.

4

Restore DKIM for the domain in the source

Where: Source Admin console > Menu > Apps > Google Workspace > Gmail > Authenticate email, then your DNS host

Generate the DKIM record in the source account, publish it at your DNS host and select **Start authentication**.

✓ **You should see:** Test mail from the source account passes DKIM.

5

Copy back mail received in the target

Where: Source Google Admin console > Menu > Data > Data import & export > Data import > Business Gmail

If users received important mail in the target during the cutover, run a Business Gmail import in the other direction, with the target as the source, and a start date of the cutover day. Files created in the target must be shared or downloaded and re-uploaded by their owners.

✓ **You should see:** Mail from the cutover window is in the source mailboxes.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

6 errors

`Authorization request expired`

Cause: The source super admin did not authorise within 24 hours.

Fix: Wait 24 hours before sending a new request, then ask the named source admin to authorise promptly.

`No email imported at all`

Cause: All Mail was added to the excluded labels list.

Fix: Remove All Mail from the exclusions, exit the import and start a new one.

`Error 1081344 when re-migrating`

Cause: Google Workspace Migrate is re-migrating to a new location where source and target locations differ.

Fix: Check the target mapping in Google Workspace Migrate and follow Google's monitoring points for Google to Google migrations.

`Shared drive content fails to migrate into My Drive`

Cause: Google Workspace Migrate can only move shared drive content into another shared drive.

Fix: Create target shared drives and update the mapping.

`Group sharing missing after Drive migration`

Cause: Target groups did not exist; Google Workspace Migrate does not create them.

Fix: Create the groups in the target, map them, and re-run the affected migration.

`Calendar migration slow or throttled`

Cause: Calendar API quota is too low for the number of concurrent users.

Fix: Request a higher Calendar API quota as Google recommends and reduce concurrent users.

Search the full error library →

FAQ

Frequently asked questions

Can I merge two Google Workspace accounts with one tool? –

No. Google states there is no tool that merges two Google accounts across every Google service. Combine Data import, Google Workspace Migrate or a third-party tool, and ownership transfers.

Does Data import move Drive between Google accounts? –

Google's Data import page for Google Workspace sources covers email only. Use Google Workspace Migrate or a third-party tool for Drive.

What is Google Workspace Domain Transfer? –

A Google-run service that relocates domains with their users and data between Google accounts. It is not self-service and you cannot choose individual items.

Do file IDs and links survive? –

With Domain Transfer Divestiture, Google says document IDs, URLs and permissions are preserved because data is relocated. With copy tools, files get new IDs.

Is migrated data removed from the source? –

No. Data import and Google Workspace Migrate copy data. Delete the source only after you have checked the target.

SOURCES

Official sources

15 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Google Workspace Admin Help: Migration product matrix
- Google Workspace Admin Help: Import email from a Google Workspace account
- Google Workspace Admin Help: Merge domains from separate accounts
- Google Workspace Admin Help: Identity merge and deduplication
- Google Workspace Admin Help: What is Domain Transfer Divestiture?
- Google Workspace Migrate Help: Monitoring points for Google to Google migrations
- Google Workspace Migrate Help: Is Google Workspace Migrate right for my organis...
- Google Workspace Admin Help: Set up MX records for Google Workspace
- Google Workspace Migrate Help: System requirements
- Google Workspace Migrate Help: Install and set up the platform
- Google Workspace Admin Help: Export all your organisation's data
- Google Workspace Admin Help: Allow or block Google Takeout
- Google Workspace Admin Help: Cancel Google Workspace
- Google Workspace Admin Help: Add a user alias domain or secondary domain
- Google Workspace Admin Help: Control API access with domain-wide delegation