

Merge duplicate Remind accounts



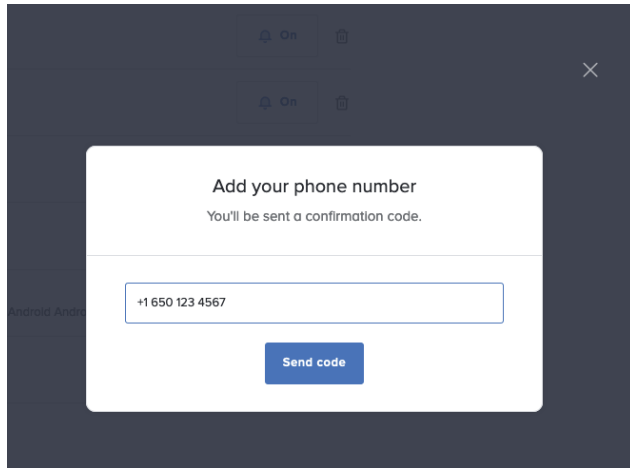
Gabe Prussin
Customer Support

You may have duplicate Remind accounts if you have used more than one email address or phone number with Remind, or if your contact information has changed since you first signed up for Remind.

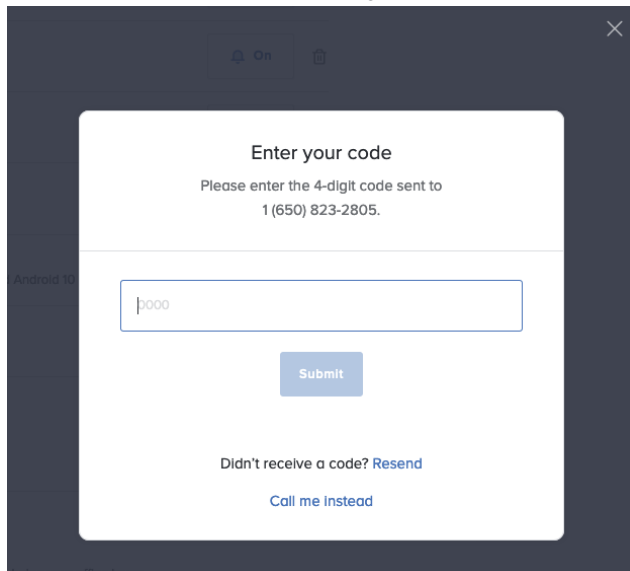
Follow the steps below to determine if you have multiple Remind accounts, and to merge your accounts:

On the web

- 1 [Log in](#) to your Remind account on a computer.
- 2 Click your name in the upper left corner and then click on **Account settings**.
- 3 Select the **Notification Preferences** tab.
- 4 To add the new email or phone number that might be associated with a duplicate Remind account, click **Add device**.



- 5 Confirm your new device by entering the 4-digit confirmation code that was sent to your device.



- 6 If your email or phone number is associated with an existing Remind account, you will be prompted to merge the accounts.
- 7 Review the information that was found for the existing account. If it is your account, select **That's also my account**, and

then click **Submit**.



Existing account found

650-123-4567 is associated with an existing Remind account with the classes **Varsity soccer**, **Reading club** and **2 others**.

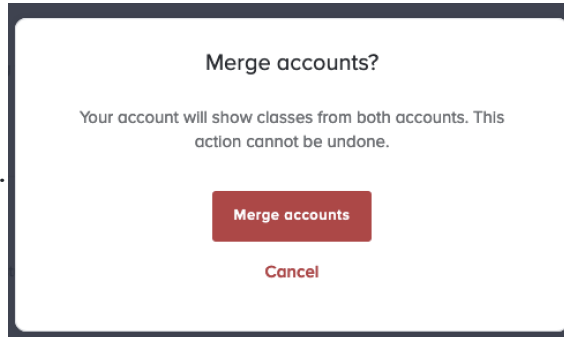
[Learn more](#)

- I don't recognize that account**
Just 650-123-4567 will be added
- That's also my account**
Your accounts will be merged

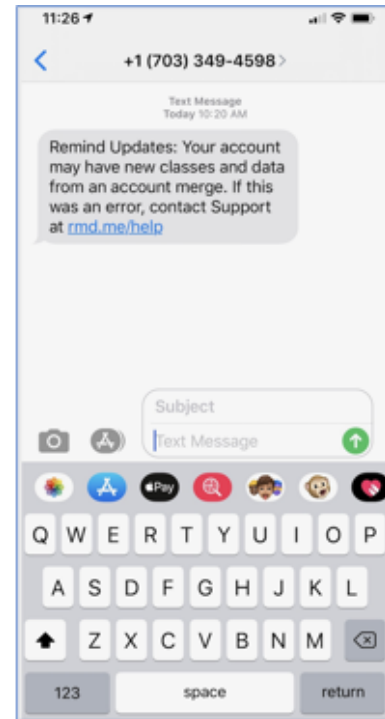
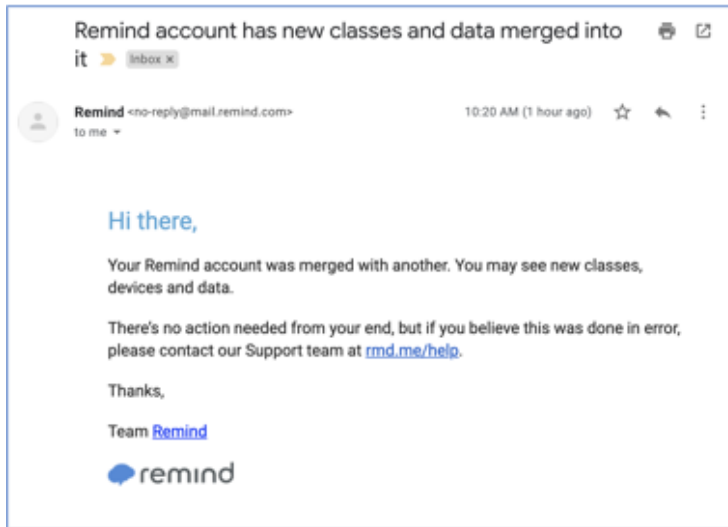
Submit

8 On the next screen, click **Merge accounts** to combine your

duplicate accounts.



9 You will receive a confirmation email and/or text message when the merge is complete.

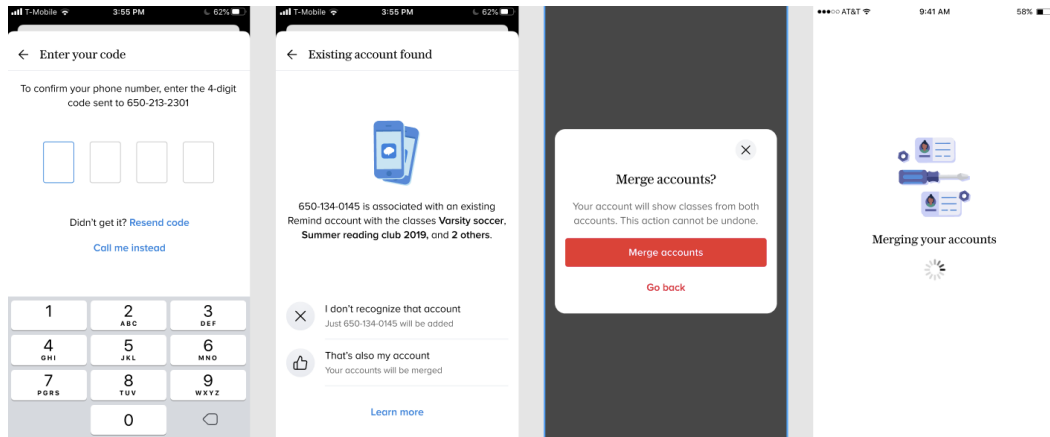


Via app

iOS

- 1 In the app, tap the gear icon in the upper left corner of the screen.
- 2 To add the new email or phone number that might be associated with a duplicate Remind account, click **Add email** or **Add phone number**.
- 3 Confirm your new device by entering the 4-digit confirmation code that was sent to you.
- 4 If your email or phone number is associated with an existing Remind account, you will be prompted to merge the accounts.
- 5 Review the information that was found for the existing account. If it is your account, select **That's also my account**, and then

click on **Merge accounts** to combine your duplicate accounts.



- 6 You will receive a confirmation email and/or text message when the merge is complete.

Android

- 1 In the app, click on the three vertical dots in the upper right corner of the screen.
- 2 Click on **Account**.
- 3 Click on the gear in the top right and choose **Notifications**.
- 4 To add the new email or phone number that might be associated with a duplicate Remind account, click **Add email** or **Add phone number**.
- 5 Confirm your new device by entering the 4-digit confirmation code that was sent to you.
- 6 If your email or phone number is associated with an existing Remind account, you will be prompted to merge the accounts.
- 7 Review the information that was found for the existing account. If it is your account, select **That's also my account**, and then click **Merge accounts** to combine your duplicate accounts.

- 8 You will receive a confirmation email and/or text message when the merge is complete.

Note: Any private conversations from the merged account will not transfer over, but all new conversations moving forward will be in your linked account. Also, if you believe you've merged an account in error, please contact our Support team via rmd.me/help.

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