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| The Enterprise Amazon Business Account within myUK Enterprise Services tab utilizes the linkblue version of an employee’s email address (e.g., [jsmit4@uky.edu](mailto:jsmit4@uky.edu)) as their identifier. A linkblue email address cannot be used concurrently with more than one Amazon account of any type. Depending if/how an employee previously has used the linkblue version of their University email address with Amazon will affect access to the Enterprise platform within myUK. The following scenarios can be used to identify how an employee can transition to the platform on their initial visit.  Information on the following scenarios is listed below:  1. Employee has never used their linkblue address with any Amazon account  2. Employee has used the linkblue version of their UK email on a *personal account* with Amazon.com  3. Employee has used the linkblue version of their UK email on a *work account* with Amazon.com  4. Employee has a *departmental Amazon Business Account* for migration  5. Other scenarios  **Important note:** For any employees converting or migrating an existing account, whether an Amazon.com or Amazon Business account, and want to carry their existing order history forward to the myUK platform, the email address on the existing account must be in the linkblue format. Vanity email addresses (e.g., [john.smith@uky.edu](mailto:john.smith@uky.edu)) will not carry forward order history to the myUK platform. If needed, you can change your email address/format via main menu, Your Account, Login & Security, edit email before starting any conversion or migration from an invitation. | |
| **Role:** Amazon Shoppers | **Frequency:** As Needed |

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| **1. Employee has never used their linkblue address with any Amazon account** | |
| Employees who have never used the linkblue version of their UK email with any Amazon account should transition without issue onto the platform within myUK Enterprise Service tab.  (Most common scenario) |  |

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| **2. Employee has used the linkblue version of their UK email on a personal account with Amazon.com** | |
| To transition onto the platform, the employee must transition their personal purchases off to a personal email address. Amazon provides a conversion tool for this during initial access to the platform. |  |
| 1. Request an invitation be sent to you via email request [amazon@l.uky.edu](mailto:amazon@l.uky.edu) or completion of [online web form](https://purchasing.uky.edu/form/web-form-request-for-amazon-acce) on the Purchasing Division website. |  |
| 2. Once you receive the invitation, click the button within the invitation to Get Started or Join. Before starting, be sure to sign out of any type of Amazon account that you may have open in your browser session. |  |
| 3. You will be asked to sign into your *current* Amazon.com account. Here you will use the linkblue version of your UK email and the *personal password* you have used with that account.  Note: If needed, there is also a Forgot your Password option. See the Appendix at the bottom of this section on how to reset your password during this portion of the conversion process. |  |
| 4. After signing in to your old (current) personal account, whether through your known password or using the Forgot your Password option, you will be given the option to convert your personal account to a personal email address.  Select that you have done Personal Shopping only and click Next. |  |
| 5. Enter a personal email address to re-assign to your personal Amazon.com account.  Re-enter the personal email address to confirm and click Next. |  |
| 6. The final screen confirms you successfully routed your personal Amazon.com account to a personal email address and can now join the Enterprise Amazon Business Account which will use your linkblue email address as your permanent identifier.  Access the Amazon tab within myUK Enterprise Services for future shopping and order creation. | Diagram  Description automatically generated with medium confidence |
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| Appendix: If needed, there is a Forgot your Password option during Step 3 that you can click to receive a One-Time Password (OTP) into your email inbox. |  |
| Enter the One-Time Password received into your email inbox. |  |
| In addition to the OTP, Amazon may request you complete additional verification(s) to prove your identity. | Graphical user interface, application  Description automatically generated |
| Once you pass the verification step(s), Amazon will request you set a new password on your account. Here you are setting a personal password of your choice onto your old (current) account. | Graphical user interface, text, application  Description automatically generated |
| For persons who forgot their password, once you complete these steps, you will have successfully changed the password on your old (current) personal account.  Click Not now for adding mobile number.  Continue with Step 4 above to finish the conversion process. | Graphical user interface, text, application  Description automatically generated |

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| **3. Employee has used the linkblue version of their UK email on a work account with Amazon.com** | |
| Some employees may have established an Amazon.com account for work purposes and have all work-related purchases. In this case, the conversion tool during first access can be used to retain the order history and carry it forward with the employee’s linkblue identifier onto the Enterprise platform.  First, follow all the steps listed in Scenario 2 above through Step 3. |  |
| 4. After signing in to your old (current) work account, whether through your known password or using the Forgot your Password option, you will be asked some questions about your current account.  Select the first option and click Next. |  |
| 6. On the following screen select the first button for Yes, join this account and click Next. You may see screens similar to either graphic shown at the right. | Or |
| 7. The final screen confirms you successfully transferred your Amazon.com account that you used for work purposes only to the Enterprise Amazon Business Account which will use your linkblue email address as your permanent identifier.  Access the Amazon tab within myUK Enterprise Services for future shopping and order creation. | Diagram  Description automatically generated with medium confidence |

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| **4. Employee has a *departmental Amazon Business Account* for migration** | |
| Some areas have departmental business accounts which can be migrated into the Enterprise Amazon Business Account along with order history and any attached users.  Conditions:  The departmental Business Account must be under the linkblue version of an employee, and that employee must not have previously visited or yet be registered as a user on the Enterprise Amazon Business Account platform within myUK.  Prior to migration, the email address on the departmental Business Account can changed, if needed, to that of an employee’s linkblue email address to facilitate the migration. To change an email, access the main menu, Your Account, Login and Security panel. Edit the email associated with the account and click Save.  Departmental Business Accounts may be identified as Single User Accounts (SUA) or Multiple User Accounts (MUA). This guide is structured for migration of MUA setups; persons migrating from SUA accounts will encounter similar screens, but with fewer steps. |  |
| 1. If a Multiple User Account (MUA), review all users assigned to the account along with their email addresses.  **Important:** Email addresses of all users on the account must be under the format of their linkblue email addresses. If needed, request any users using other email formats to login to their account and revise their email address to that of the linkblue format before migration. Failure to complete this step will separate them from their previous order history when migrated to the Enterprise platform. |  |
| 2. Prior to migration, it is a good idea to download your order history as backup documentation at the administrator level. To do this, access main menu, Business Analytics, Reports, Orders. Change the report dropdown menu for Time Period to the greatest range possible. Select all items and select Download as CSV. Retain the file as needed for future use and documentation. |  |
| 3. Request an invitation be sent to the person assigned to the departmental Business Account via email request [amazon@l.uky.edu](mailto:amazon@l.uky.edu) or completion of [online web form](https://purchasing.uky.edu/form/web-form-request-for-amazon-acce) on the Purchasing Division website. |  |
| 4. Once you receive the invitation, click the button within the invitation to Get Started or Join. Before starting, be sure to sign out of your departmental business or any other Amazon account that you may have open in your browser session. |  |
| 5. Next, sign in to your departmental Business Account as normal. |  |
| 6. Review and be sure you understand all the actions that will occur as part of the migration.  Click Agree to Migrate to proceed. |  |
| 7. Migration request shows as completed and has forwarded to the Purchasing Division to complete remaining steps. The department should receive an email notification when the migration is completed. |  |

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| **5. Other scenarios** | |
| Contact our support team at [amazon@l.uky.edu](mailto:amazon@l.uky.edu) if you have other unique or less common account conversion needs. These could include:  1. Accounts using vanity email addresses (e.g., [john.smith@uky.edu](mailto:john.smith@uky.edu)) *used for work purposes* and require migration.  2. You encounter a message during conversion that indicates you are attached to another Amazon Business Account and need released before you can join the Enterprise Amazon Business Account.  3. Other needs or if you encounter other messages during conversion / migration processes. |  |