

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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

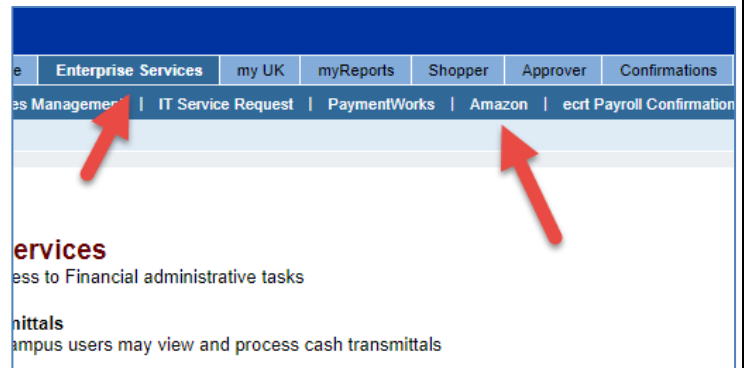
**Frequency:** As Needed

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

## 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)



# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

## 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](#) on the Procurement Services website.

You have already submitted this webform. [View your previous submissions.](#)

Utilize this form if you are new to the Enterprise Amazon Business Account and need established as an Amazon and added to the appropriate departmental group and workflow to make purchases.

Name:\*

Email:\*

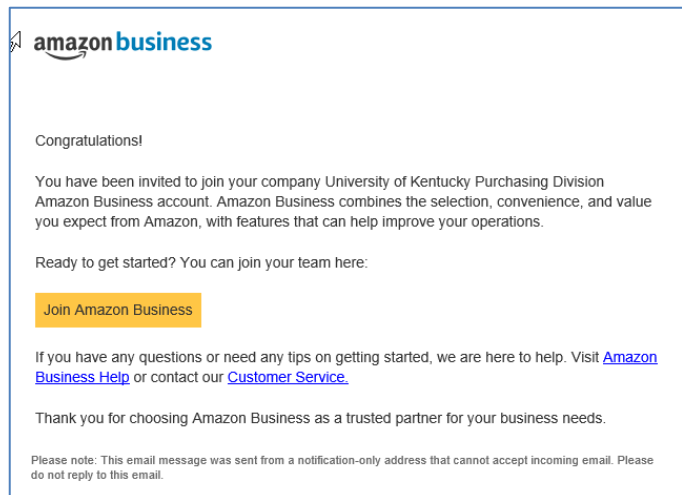
Department:\*

Phone:

I need access and/or added to Enterprise Amazon Business Account as a(n):\*  Shopper  Approver

If Shopper, do you already use a departmental procurement card for departmental purchases?  Yes  No

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.



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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.

The screenshot shows the 'Sign in to join Amazon Business' page. It includes a text input field for 'Email or mobile phone number', a 'Password' field with a 'Forgot your password?' link, and a yellow 'Sign-In' button. Below the button, there is a checkbox for 'Keep me signed in' and a link to 'Details'.

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.

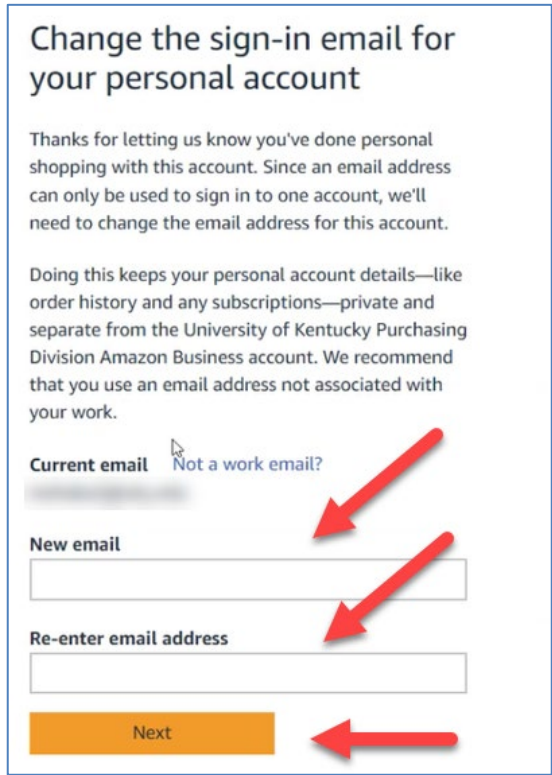
Select that you have done Personal Shopping only and click Next.

The screenshot shows a survey titled 'What kind of shopping have you done with this account?'. The text below the title says: 'There are a couple more steps needed to join University of Kentucky Purchasing Division's Amazon Business account. Your answer here helps us figure out what those steps should be. How?'. There are four radio button options: 'University of Kentucky Purchasing Division's business shopping only', 'Personal shopping only', 'A mix of University of Kentucky Purchasing Division's business and personal shopping', and 'I'm not sure'. A red arrow points to the 'Personal shopping only' option. Below the options is a yellow 'Next' button, also indicated by a red arrow.

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

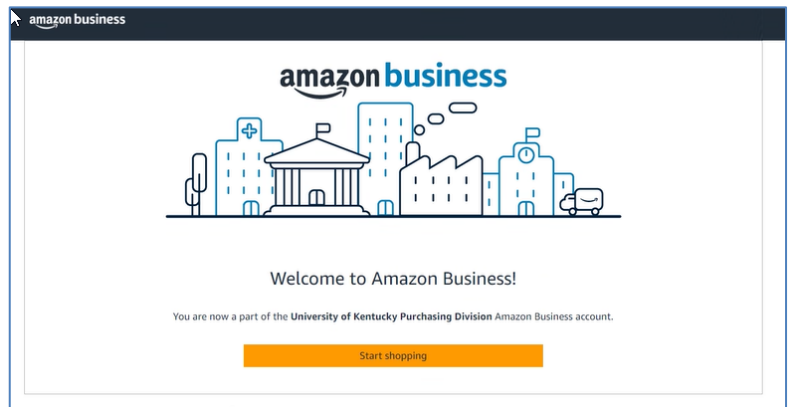
5. Enter a personal email address to re-assign to your personal Amazon.com account.

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.



# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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.

Sign in to join Amazon Business.

We already have an Amazon account with your email address. Please sign in to see your options.

Email or mobile phone number

Password [Forgot your password?](#)

Sign-In

By continuing, you agree to Amazon's Conditions of Use and Privacy Notice.

Keep me signed in. [Details](#)

Enter the One-Time Password received into your email inbox.

Verification required

To continue, complete this verification step. We've sent a One Time Password (OTP) to the email [redacted]. Please enter it below.

Enter OTP

Continue

[Resend OTP](#)

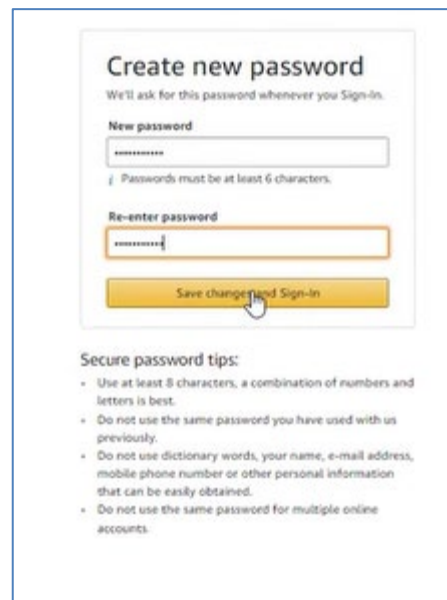
[I need more help](#)

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

In addition to the OTP, Amazon may request you complete additional verification(s) to prove your identity.



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.

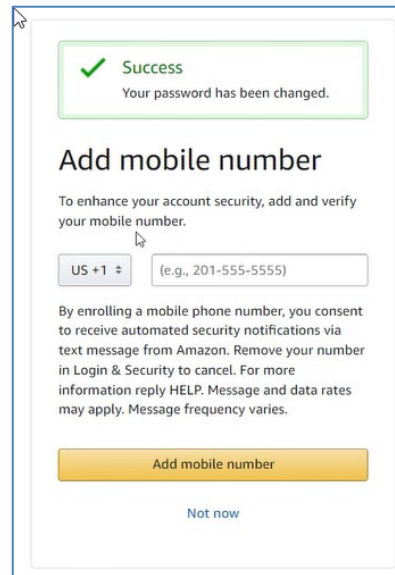


# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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.





# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

## 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.

What kind of shopping have you done with this account?

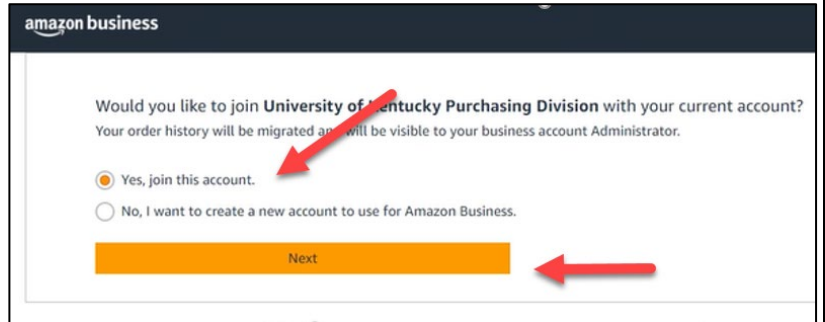
There are a couple more steps needed to join University of Kentucky Purchasing Division's Amazon Business account. Your answer here helps us figure out what those steps should be. [How?](#)

- University of Kentucky Purchasing Division's business shopping only
- Personal shopping only
- A mix of University of Kentucky Purchasing Division's business and personal shopping
- I'm not sure

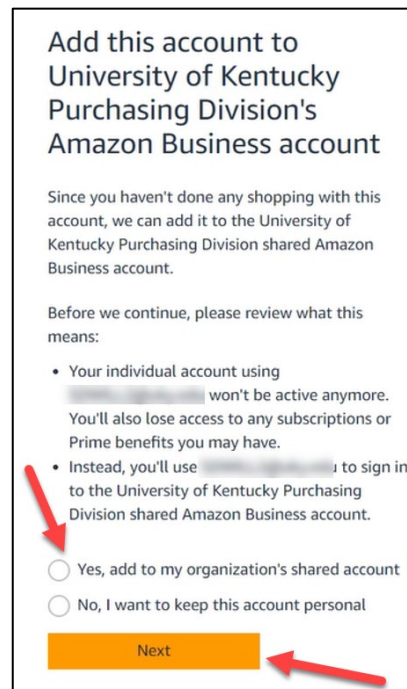
Next

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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

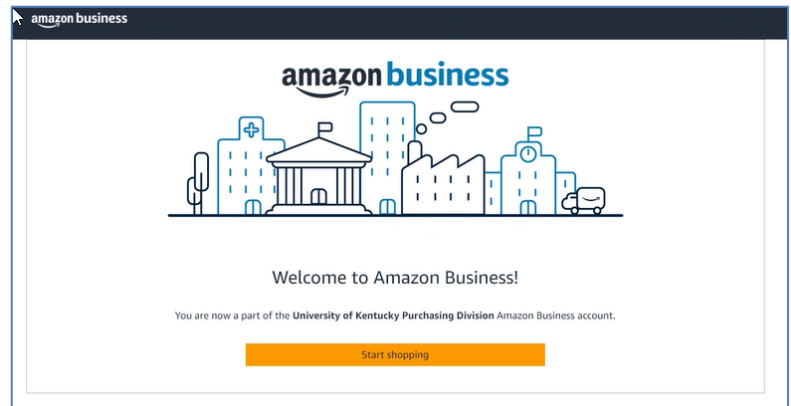


## Quick Reference Card

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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.



## How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

### 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.

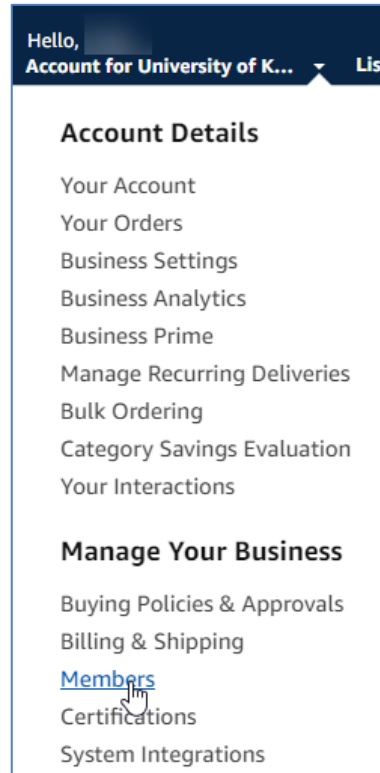
Prior to migration, the email address on the departmental Business Account can be changed, if needed, to that of an employee's linkblue email address to facilitate the migration. To change an email, access the main menu, Your Account, Login and Security panel. Edit the email associated with the account 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.

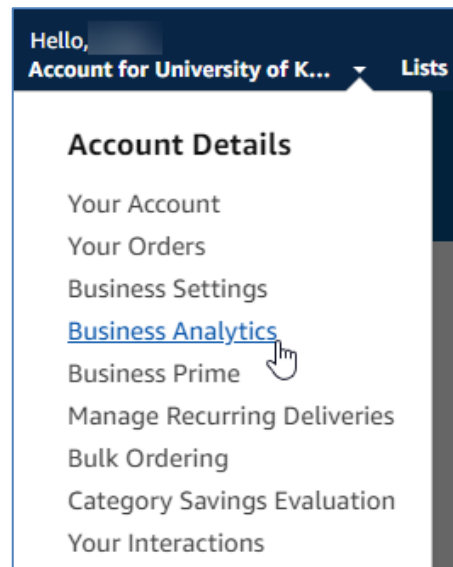
# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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.



## Quick Reference Card

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

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](#) on the Procurement Services website.

You have already submitted this webform. [View your previous submissions.](#)

Utilize this form if you are new to the Enterprise Amazon Business Account and need established as an Amazon and added to the appropriate departmental group and workflow to make purchases.

Name:\*

Email:\*

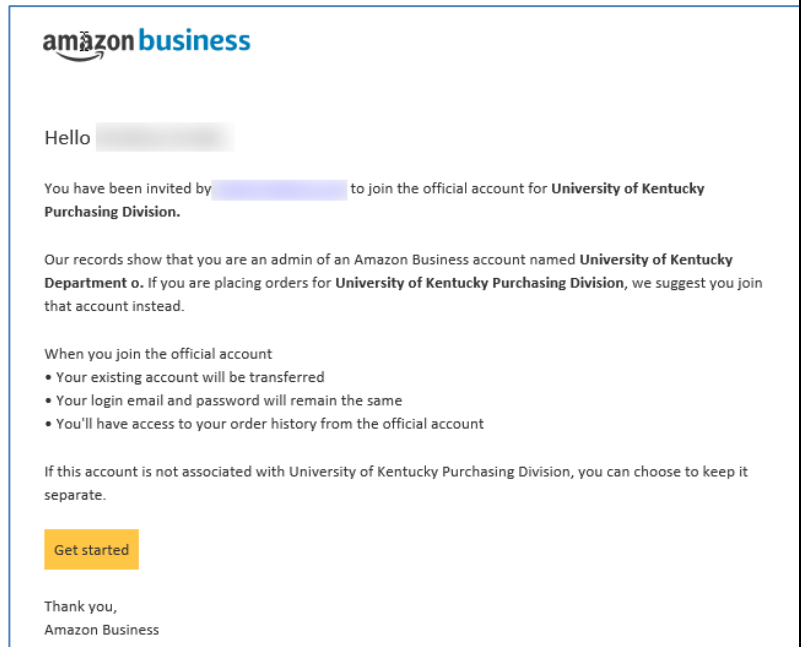
Department:\*

Phone:

I need access and/or added to Enterprise Amazon Business Account as a(n):\*  Shopper  Approver

If Shopper, do you already use a departmental procurement card for departmental purchases?  Yes  No

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.



The screenshot shows an email from Amazon Business. At the top is the Amazon Business logo. Below it, it says "Hello" followed by a redacted name. The main body of the email states: "You have been invited by [redacted] to join the official account for University of Kentucky Purchasing Division." It then explains that the user's records show they are an admin of an Amazon Business account named "University of Kentucky Department o." and suggests joining that account instead. A list of benefits is provided: "When you join the official account" includes: "Your existing account will be transferred", "Your login email and password will remain the same", and "You'll have access to your order history from the official account". It also notes that if the account is not associated with the University of Kentucky Purchasing Division, the user can choose to keep it separate. At the bottom, there is a yellow "Get started" button, followed by "Thank you, Amazon Business".

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

5. Next, sign in to your departmental Business Account as normal.

amazonbusiness

Sign in with business credentials

Email or mobile phone number

Password [Forgot your password?](#)

Sign-In

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

Keep me signed in. [Details](#)

New to Amazon?

Create your Amazon account

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

6. Review and be sure you understand all the actions that will occur as part of the migration.

Click Agree to Migrate to proceed.

## Migrate members to official account

You have been invited by [redacted] to join the official account for University of Kentucky Purchasing Division

### When you agree to migrate

- The admins of the University of Kentucky Purchasing Division will be notified of your consent

### When the migration is completed

- You and all other members of this account will join the official account
- You will receive a pro-rated refund of your Business Prime Membership
- Purchases made in this account will be fulfilled
- Pending invitations to this account will expire
- Order histories from self pay purchases will migrate to the official account
- **Order histories from shared pay purchases will not migrate to the official account**
- This account will be closed. You will log into the official account with the same email address.

If this account is not associated with University of Kentucky Purchasing Division, you are encouraged to go to the [account settings](#) and change the email you use to access this account so that it is no longer associated with [uky.edu](#).

### Please take the opportunity to download your order history

- 
- Go to Business Analytics > Downloads to get a .csv file of your order history.
- This information will not be available after your account is closed.

The admin of the official account will be notified if you click **Not Now**

Agree to Migrate

Not Now



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7. Migration request shows as completed and has forwarded to Procurement Services to complete remaining steps. The department should receive an email notification when the migration is completed.

## Agreement Sent

You have agreed to let the admins of the official account for **University of Kentucky Purchasing Division** migrate the members of this account into the official account. This agreement expires on 11/15/22. Please take the opportunity to download your order history. Go to [Business analytics > Downloads](#) to get a .csv file of your order history.

OK



Need help? Contact [business customer service](#). Read our [conditions of use](#) and [privacy notice](#).

# How to Convert Amazon.com or Amazon Business Account to myUK Enterprise Account

## 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.

