

# Using the ArcGIS Online Assistant to transfer items between accounts

## Scenario 1: Migrating content to your **new** UCR enterprise ArcGIS Online account

- If you don't already have one, create an enterprise ArcGIS Online user account
  - Sign In at <https://ucr.maps.arcgis.com/home/index.html>
  - Click the blue UCR button
  - Enter your NetID and password in the CAS interface that appears
  - Your account will be [yourNetID]\_ucr
- Transfer your content from your old UCR account to your new account using the **ArcGIS Online Assistant**.
  - *NOTE: You will need to be able to log in to BOTH your **old** UCR ArcGIS Online account and your **new** UCR ArcGIS Online account*
  - Open the **ArcGIS Online Assistant**: <https://ago-assistant.esri.com/>
    - From the *ArcGIS Online Assistant* webpage:
      - Login to your **old** UCR ArcGIS Online user account
        - *You should be able to view all of your ArcGIS Online content (maps, apps, data, etc.)*
      - From the 'I want to...' drop-down menu, choose **Copy Content**
      - In the *Copy Content* dialog box:
        - Choose **Another Account**
        - Select **ArcGIS Online**
        - Click **Log in**
        - Click **Sign in with another account**
        - Log in with your UCR NetID and password
          - *You should now be able to view both your OLD ArcGIS Online content AND your NEW ArcGIS Online content*
      - **Drag** content that you want to copy **from** your **old** UCR account **to** your **new** UCR account
        - *NOTE: some types of content (e.g. StoryMaps) cannot be copied*
          - *Contact an ArcGIS Online administrator for help with those*
        - *NOTE: some types of content can only be copied using the 'Simple' as opposed to 'Full' copy method:*
          - **Simple** copy leaves the data on the old account and creates a new web map (in the new account) that use the data on the old account
          - **Full** copy moves the data and the web map to the new account - but this may not work for some types of content
  - Once you have copied any/all of your OLD content, **log OUT** of the ArcGIS Online Assistant
  - Log **IN** to ArcGIS Online using your **NEW** UCR ArcGIS Online account
    - *Verify that all of the content you moved was copied correctly*
      - *Note that you may need to recreate ArcGIS Online folders, etc.*
  - Log **OUT** of ArcGIS Online
  - Log **IN** to your **old** UCR ArcGIS Online user account and delete items that you don't need or that you have copied.

# Using the ArcGIS Online Assistant to transfer items between accounts

## Scenario 2: Leaving UCR

- Obtain a new (non-UCR) ArcGIS Online user account
- Transfer your content from your UCR account to your new account using the **ArcGIS Online Assistant**
  - *NOTE: You will need to be able to log in to BOTH your **UCR** ArcGIS Online account and your **new** ArcGIS Online account*
  - Open the **ArcGIS Online Assistant**: <https://ago-assistant.esri.com/>
    - From the *ArcGIS Online Assistant* webpage:
      - Login to your **UCR** ArcGIS Online user account
        - *You should be able to view all of your ArcGIS Online content (maps, apps, data, etc.)*
      - From the '**I want to...**' drop-down menu, choose **Copy Content**
      - In the *Copy Content* dialog box:
        - Choose **Another Account**
        - Select **ArcGIS Online**
        - Click **Log in**
        - Click **Sign in with another account**
        - Log in with the **new** ArcGIS login
          - *You should now be able to view BOTH your **UCR** ArcGIS Online content AND your **new** ArcGIS Online content*
      - **Drag** content that you want to copy **from** your **UCR** account **to** your **new** account
        - *NOTE: some types of content cannot be copied to a Public / Personal (free) account*
        - *NOTE: some types of content can only be copied using the 'Simple' as opposed to 'Full' copy method:*
          - **Simple** copy leaves the data on the old account and creates a new web map (in the new account) that use the data on the old account
          - **Full** copy moves the data and the web map to the new account - but this may not work for some types of content
    - Once you have copied any/all of your **UCR** content, **log OUT** of the ArcGIS Online Assistant
    - Log **IN** to ArcGIS Online using your **new** ArcGIS Online account
      - *Verify that all of the content you moved was copied correctly*
      - *Note that you may need to recreate ArcGIS Online folders, etc.*
    - Log **OUT** of ArcGIS Online
    - Log **IN** to ArcGIS Online using your **UCR** ArcGIS Online user account
      - **DELETE** your old content (either the items you no longer need or the items you moved to your new account)