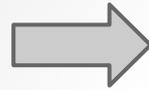




Identity Crisis

Derek Parham
(Former Tech Lead - Google Apps)



4+ years

40+ teams

4 million organizations

40 million active accounts

April 2002



Ask a question. Set your price. Get your answer.

More than 500 carefully screened Researchers are ready to answer your question for as little as \$2.50 -- usually within 24 hours. Your satisfaction is [completely guaranteed](#). Find out [what others are saying](#).

[Log in or](#)
[Create a Google Account](#)

Step 1 - Enter your Question. [Tips for great results.](#)

Ask Question

Sign in with your
Google Account

Email:

Password:

Remember me on this
computer.

[Forgot your password?](#)

Don't have a Google Account?
[Create an account now](#)

April 2004



`yourname@gmail.com`



yourname@your-domain.com

Gmail for your domain

- Administrator has full control
 - Create/delete accounts
 - Reset password
 - Access to control panel
 - Control what service their users can access
- End users log into multiple accounts
 - Personal jane234@gmail.com
 - Business jane@altostrat.com
 - Edu janew@school.edu
- Customized login page

Feb 2006



Gmail for your domain

Bring Gmail to your domain.

This special beta test lets you give Gmail, Google's webmail service, to every user at your domain. Gmail for your domain is hosted by Google, so there's no hardware or software for you to install or maintain.



Gmail - 2 gigabytes of storage and search tools that help users find information fast.



Control Panel - Easily manage user accounts, aliases and mailing lists.

Want to be part of this beta test?

Gmail for your domain is currently available as a limited beta. If your organization is interested in helping Google test this service, we'll consider your domain for this beta. You'll need to sign in with a Google Account (or get a new one), and answer a few quick questions about your organization and your email needs.

Find my login page

Email:

Go

http://mail.google.com

Sign in with your
Google Account

Email:

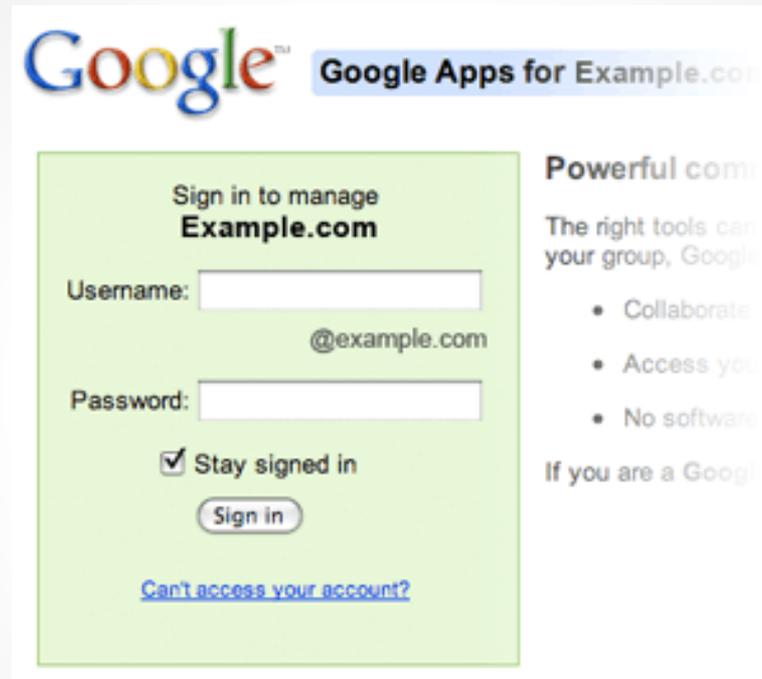
Password:

Remember me on this computer.

[Forgot your password?](#)

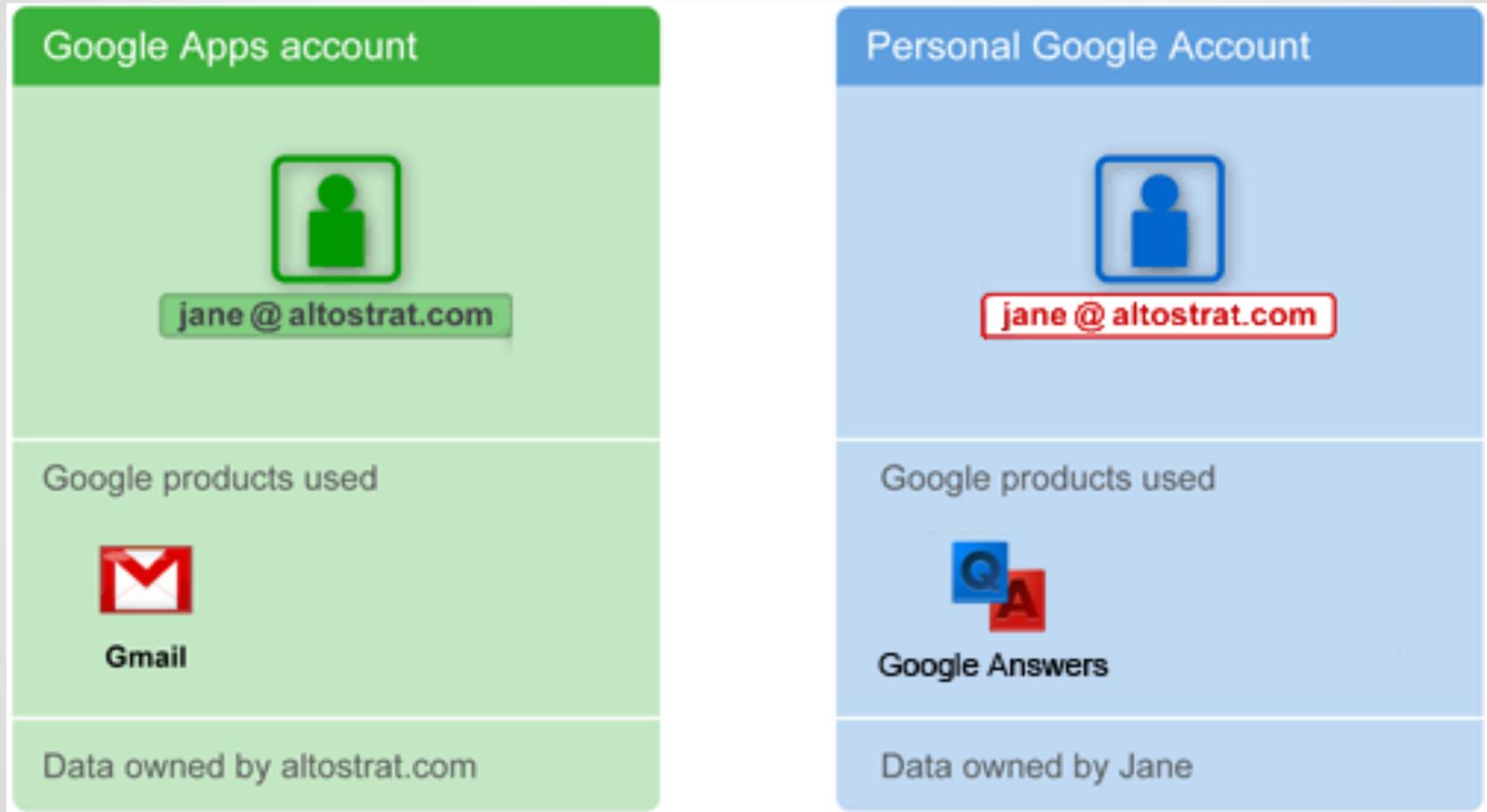
Don't have a Google Account?
[Create an account now](#)

http://mail.google.com/a/altostrat.com



The image shows a screenshot of the Google Apps sign-in interface for a domain named 'Example.com'. At the top left is the Google logo, followed by the text 'Google Apps for Example.com'. The main sign-in area is a light green box containing the following elements: the text 'Sign in to manage Example.com', a 'Username:' label with a text input field and the placeholder '@example.com', a 'Password:' label with a text input field, a checked checkbox labeled 'Stay signed in', a 'Sign in' button, and a blue link that says 'Can't access your account?'. To the right of the sign-in box, there is a section titled 'Powerful com...' with the text 'The right tools can your group, Google' and a bulleted list: '• Collaborate', '• Access you', and '• No software'. Below this list is the text 'If you are a Google'.

Problem 1: Conflict accounts



**Only an issue if we're successful...
...so a good problem to have!**

Product launches

Consumer:

May 2005 iGoogle

Oct 2005 Google Reader

April 2006 Google Calendar

June 2006 Google Checkout

June 2006 Picasa

Sept 2006 Google Docs

Dec 2006 Blogger

Problem 2: Slow launches + Subset

Consumer:

May 2005 iGoogle

Oct 2005 Google Reader

April 2006 Google Calendar

June 2006 Google Checkout

June 2006 Picasa

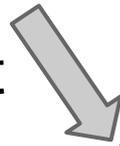
Sept 2006 Google Docs

Dec 2006 Blogger

Apps:

Aug 2006 Google Calendar

Feb 2007 Google Docs



Google Apps account



jane@altostrat.com

Google products used



Gmail



Docs



Calendar

Data owned by altostrat.com

Personal Google Account



jane@altostrat.com

Google products used



Blogger



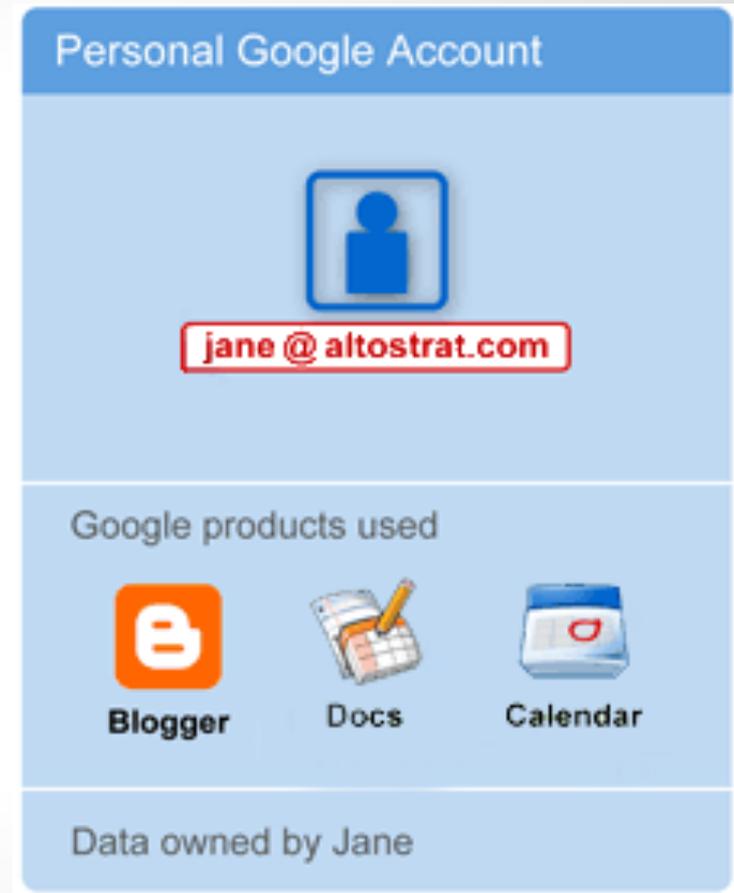
Picasa Web
Albums



Reader

Data owned by Jane

Problem 3: Sharing



Share with: jane@altostrat.com

Google Apps account



jane@altostrat.com

Google products used



Gmail Docs Calendar

Data owned by altostrat.com

Personal Google Account



jane@altostrat.com

Google products used



Blogger Docs Calendar

Data owned by Jane

Share with: jane@altostrat.com

What do we want?

- All Apps accounts access to all services
- Resolve conflict accounts
- Allow multi-login between accounts
- Admins can turn on/off every service
- Administrators control accounts @domain.com

Projects Required for Solution

- Get all Apps account to log into 1 login page
- Tool to help people resolve conflict accounts
- Allow multi-login in a standard way
- Create On/Off switch for every service (60+)
- Migration tool for Admins

Single Login page

~~http://mail.google.com/a/altostrat.com~~

Google™ Google Apps for Example.com

Sign in to manage
Example.com

Username:
@example.com

Password:

Stay signed in

[Can't access your account?](#)

Powerful com
The right tools can
your group, Google

- Collaborate
- Access you
- No software

If you are a Google

http://mail.google.com

Sign in with your
Google Account

Email:

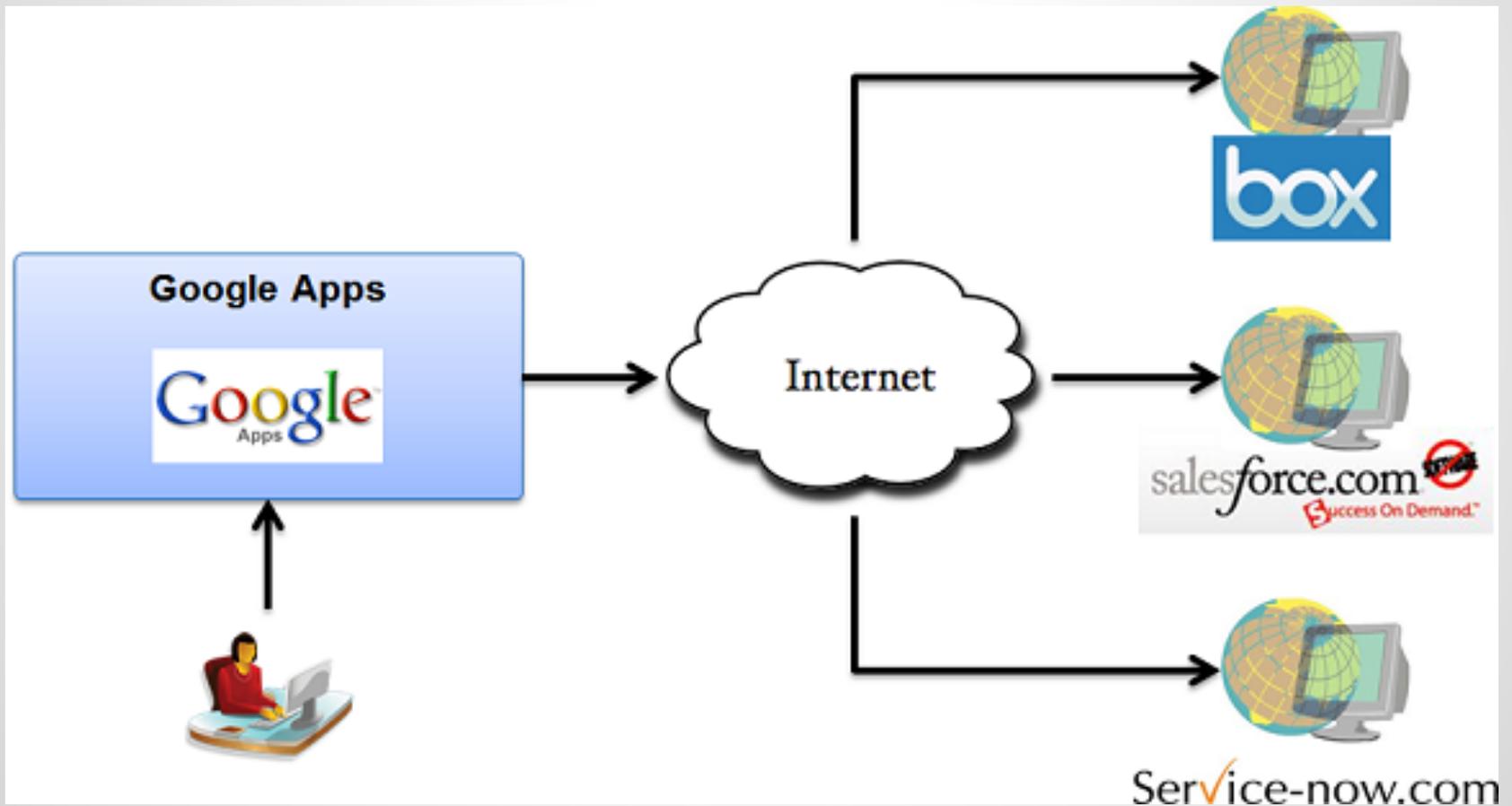
Password:

Remember me on this computer.

[Forgot your password?](#)

Don't have a Google Account?
[Create an account now](#)

Single Login page - SAML



Single Login page



Sign in to your organization's account at: example.com

This Google Account is administered by example.com. Google doesn't host the account and so doesn't know your password.

To sign in to this account from the Google Accounts page:

Type your full email address

Leave the password field blank

Click "Sign in"

You will be directed to the organization's sign-in page, where you can enter your password.

Sign in with your
Google Account

Email:
ex: pat@example.com

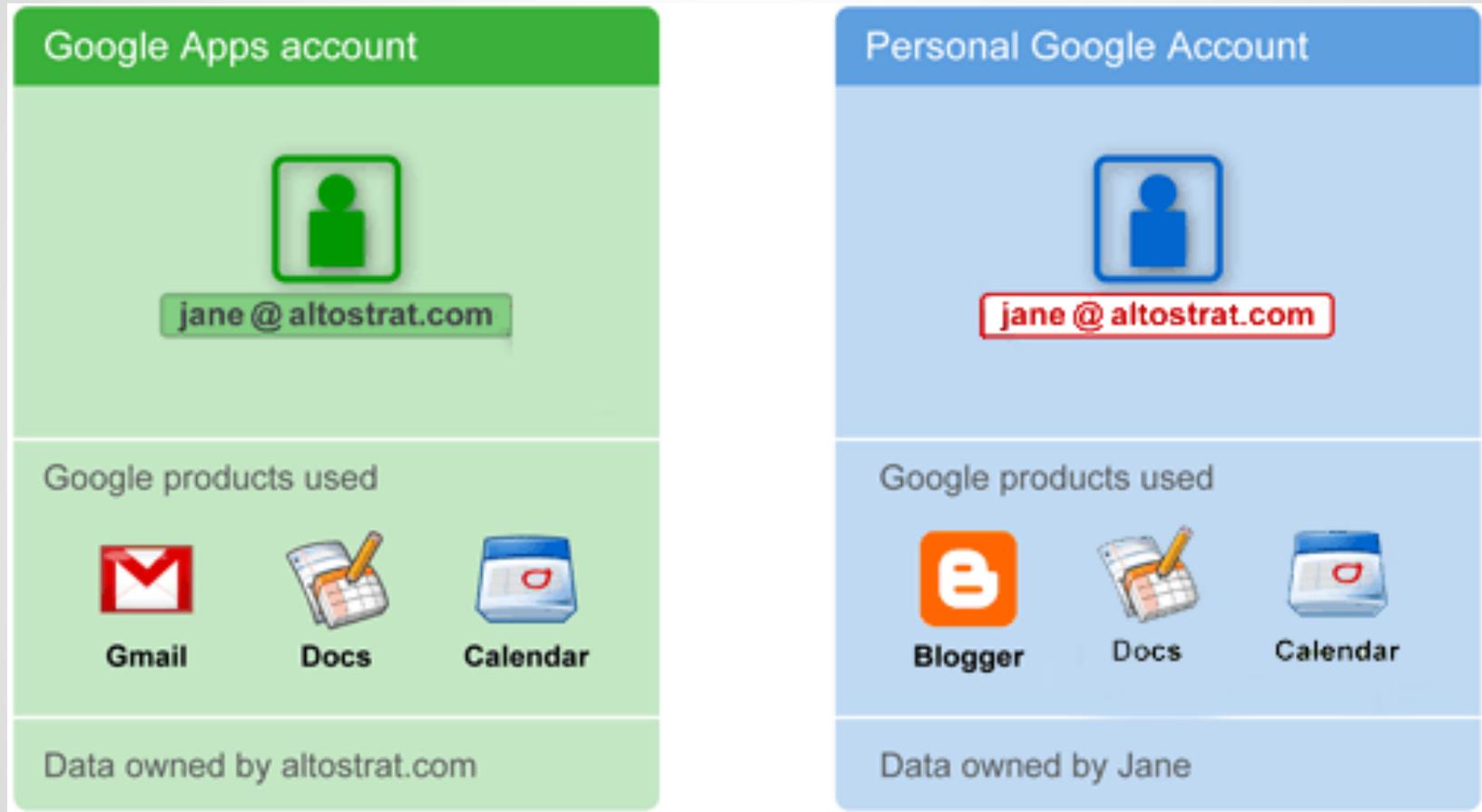
Password:

Stay signed in

[Can't access your account?](#)

If you prefer to enter your username and password in one step, bookmark and use your organization's sign-in page.

Resolve Conflict Accounts



Login with: jane@altostrat.com

Resolve Conflict Accounts

An update to your account is required

You are currently using Google Voice with the personal Google Account for tim@faughnanlagace.com. "Personal" means this account and its data are owned by you.

You may not realize it, but you also have an organizational Google Apps account managed by faughnanlagace.com with the same address. **Two completely different accounts are using the tim@faughnanlagace.com address.**

[More about conflicting accounts](#) - [Video: How conflicting accounts occur](#)

Don't worry. The data in both accounts is safe. However, **Google needs your help to update your account.**

[Compare your accounts](#)

You are currently signed in to the personal Google Account.

Personal Google Account

Data owned by you

You probably created this account to use products like Google Checkout, AdWords, or Picasa.



tim@faughnanlagace.com

Your personal account needs to be renamed.

Google products used: 4



Google Voice

...and [3 other products](#). You have no personal Gmail for this account.

[View all the data](#) to see details about the items you may have saved in each product.

Google Apps account

Data owned by faughnanlagace.com

An administrator at faughnanlagace.com assigned you this account.



tim@faughnanlagace.com

This address is now reserved for the organizational account.

Google products used include:



Gmail

...and others. You may also be using products like Calendar or Docs.

You can't view the product data for this account because you're currently signed in to the personal Google Account.

To view products and data for this account, [sign out](#) and then sign back in using the password for the organizational account managed by faughnanlagace.com.



How does this work?

- 1 You tell us which data belongs in your organization's account.
- 2 You select a different email address for your personal account.



What's the benefit? Separating your accounts helps ensure the privacy of your personal data, and puts data that belongs to your organization in the tim@faughnanlagace.com account reserved for faughnanlagace.com.



Why now? Many more products are now available in organizations' Google Apps accounts. As a result, faughnanlagace.com accounts have changed, and a side effect is that personal and organizational accounts for faughnanlagace.com can no longer overlap.

Multi Login

Jason Hiking 1 + Share 

 **Jason Hiking**
hikingfan@gmail.com
[Account](#) – [Privacy](#)
[View profile](#)

[Add account](#) [Sign out](#)

Multi Login

Personal Settings

Security	Change password Change password recovery options
Dashboard	View data stored with this account
Email addresses	@gmail.com (Primary email) Edit
Multiple sign-in	Off Change

Multi Login



Sign in to multiple Google Accounts

Sign in to multiple Google Accounts in the same web browser. If you turn on multiple sign-in, you cannot use offline mail. [Learn more](#)

- On
 Off

Using multiple accounts with Google products

At present, the only Google products that allow you to sign in to more than one Google Account in the same web browser are:

Calendar	Gmail
Code	Reader
Docs	Sites

WARNING: If you enable multiple sign-in then gmail offline will be disabled for your account and you may lose any mail in your outbox. [Learn more](#)

Other Google products do not support the use of multiple accounts in the same web browser. Instead, they default to the first account that you signed in to using your current web browser.

If you want to use an account other than the first account with a product that doesn't support multiple accounts, you have two options:

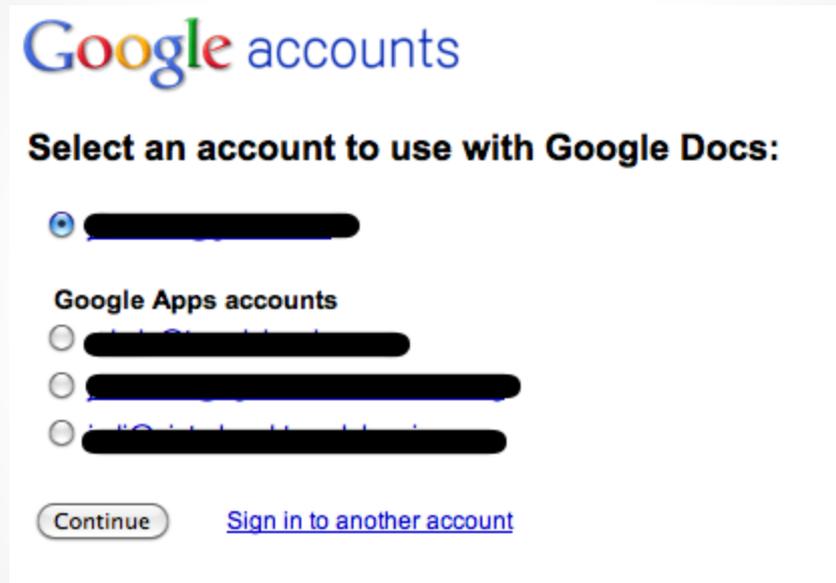
- [Sign out](#) of all your Google Accounts and then sign in to the account you want.
- Open a different web browser for use with another account. [Learn more](#)

This setting may require up to 30 minutes to take effect. Note that some Google products don't support multiple sign-in.

[Save changes](#)

[Cancel](#)

Multi Login



Google accounts

Select an account to use with Google Docs:

[Redacted]

Google Apps accounts

[Redacted]

[Redacted]

[Redacted]

[Sign in to another account](#)

On/Off Switch for Every Service

The screenshot displays the Google Apps Admin console for the domain 'css.com'. The top navigation bar includes 'Dashboard', 'Organization & users', 'Groups', 'Domain settings', 'Advanced tools', 'Setup', 'Support', and 'Settings'. The 'Organization & users' menu is highlighted with a red box, and a red arrow points to the 'Services' sub-menu, which is also boxed in red. Below the navigation, the 'Services' page is shown with a search bar and a list of services. Each service has an 'ON' or 'OFF' toggle switch. The 'Google+' service is currently set to 'OFF', and a mouse cursor is hovering over it. Other services like 'Google Voice' and 'Google Webmaster Tools' are set to 'ON'. The footer contains links for 'Terms of Service', 'Privacy policy', 'Suggest a feature', and 'Google Home', along with the copyright notice '©2011 Google Inc.' and a watermark 'groovyPost.com' in the bottom left corner.

Service	Status	Link
Google translator tools	ON	Terms
Google Voice	ON	Terms
Google Webmaster Tools	ON	Terms
Google+	OFF	Terms
iGoogle	ON	Terms

Migration tool for Admins



Administrator: "Who the hell is that?"

Migration tool for Admins

Google Apps account



jane@altostrat.com

Google products used



Gmail Docs Calendar

Data owned by altostrat.com

Personal Google Account



~~jane@altostrat.com~~

jane%altostrat.com@gtempaccount.com

Google products used



Blogger Docs Calendar

Data owned by Jane

Where's the Advil?

- Multi Login with SAML
- You can attach any email address to a gmail address OR you can attach a gmail address to any consumer account
- Users want to migrate data from conflict accounts
- Migrating users while they're logged in



4+ years

40+ teams

4 million organizations

40 million active accounts

1 decision



Identity Crisis

Questions?

Background

feb 2006 - launch gmail

- admin password reset, multi-login through domain in url

aug 2006 - launch calendar, talk, pages

feb 2007 - premier

june 2007 - first design docs

june 2008 - talks with L&S

oct 2008 - service code work started

march 2009 - first account moved over

dec 2009 - google.com moves over

june 2010 - beta launch

nov 18 2010 - public launch

Shadow accounts

Multi-login

Domain migrator - timeline

Email as id

Start of problem

- **History**
 - Service on the internet with email login
 - Want to offer different service to business users
- **Decisions**
 - Want to separate out admin ownership from consumer ownership

History

Start with a consumer service
bob@gmail.com

Google Answers
Gmail

Add corporate functionality

annie@domain.com

has admin