



# User Data Migration Between Accounts

(In-app Email Change Request)

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Updated @October 14, 2025

When users want to transfer all their app data (from either the Ring or M1) from an old email ID (**Account A**) to a new one (**Account B**), we need to follow these steps to complete the migration process smoothly:

**Step 1:** Ask the user to share both email IDs involved:

- **Account A** – The *current* account that holds the data (this can be the account they are reaching out to us from on Kustomer)
- **Account B** – The *new* email ID they want to move their data to
- The reason for the transfer

*Response (add the second paragraph if they haven't given us a reason):*



Please confirm the email address currently linked to your data, along with the new email ID you'd like to move your data to.

Also, do let us know the reason for the email change. For example, are you switching devices (like moving from iOS to Android), or is it simply a personal preference? This helps us ensure everything goes smoothly and nothing gets missed.

**Step 2:** Search the dashboard (Internal > Users and/or Ring Data > Ring Dashboards for the ring, and Internal > CGM Stints for the M1) to verify whether **Account B**:

- Already exists, and
- Has any data or activity (this could include logging into the app or any device pairing)

**Step 3:** If you check and **Account B** does not exist in our system (i.e., the user has never logged in with it), **skip Step 3 and proceed directly to the next step.**

If **Account B** was previously used to log into the app and now has any stored data:

1. Ask the user to delete Account B from their end:

- They should log into the app using Account B
- Go to: Profile → Settings → Delete Account

2. Let them know that this deletion will result in permanent loss of any data linked to Account B.

*Response:*



It looks like your new email (Account B) is already linked to an existing account with some data. In order to move your data from your old account, we'll need you to delete this new account first.

Please log in to the app using Account B, head to Profile → Settings → Delete Account. Once this is done, log in using Account A and let us know.

Please note that any data linked to this account will be permanently lost, so do proceed only if that's okay.

Once the deletion is confirmed, move to the next step.

**Step 4:** Once you've confirmed that:

- **Account A** (source) and **Account B** (target) have been shared
- **Account B** is either deleted or was never used

Raise the request to the [@cx-datatransfer](#) team with both email IDs and context on [cx-data-transfer-requests](#) > add the "⚠️" emoji > fill the ClearFeed form and submit it.



*Response for flagging:*



@cxdatatransfer User has requested data transfer from Account A (old@email.com) to Account B (new@email.com).

Reason: Add the reason here.

Confirmed: Account B is [already deleted / never used].

Please proceed with migrating their data.

**Step 5:** Once the data transfer is complete, let the user know that their data has been migrated successfully.

*Response:*



Your data has now been successfully moved to your new email ID. You can now log in to the app using this email and access all your previous data.

## ▼ Important Notes & Edge Cases

1. Do not attempt to merge accounts or manually transfer data outside this process.
2. Always confirm user understanding of data deletion consequences to avoid issues later.
3. Users who sign in using Apple's "**Sign in with Apple**" feature may have an email address ending in @privaterelay.appleid.com if they opt for the "**hide my email**" option. This is a **masked, Apple-generated email** that forwards to their actual Apple ID email. This is essentially an extension of their Apple ID and shouldn't cause any issues as long as they continue using Apple to sign in. There's no need to worry or change anything unless the user is switching platforms.

If the user is planning to switch from **iOS to Android**, they may want to migrate their account to a standard email (like Gmail) to ensure seamless access on Android.

In such cases, treat it like any other email migration request and follow the standard **Account A → Account B** transfer process.

*Response:*



Your account is linked to an Apple Private Relay ID — this is just a masked version of your Apple email and works normally within the Apple ecosystem.

There's no need to migrate your data unless you're planning to switch to an Android device. In that case, we recommend moving your data to a regular email ID (like Gmail) to avoid any login or access issues outside of Apple's system.

4. If the user has just signed up and doesn't have any data linked to their current account (i.e., no device paired, no metrics generated), there's no need to raise a data migration request.

In this case, simply ask the user to **log out of the app** and **log back in using their preferred email ID**. This will automatically create a new account for them with the correct email.

*Response:*



Since there's no data associated with your current account yet, you can just log out and log back in using your preferred email. That'll set things up exactly how you need — no data will be lost.