

G Suite for Education: YouTube Brand Account Resolutions

Explanation

[On July 10, 2019 YouTube discontinued all brand accounts associated with a G Suite for Education account.](#) Some students and staff alike may have had a brand account on YouTube. This has caused issues with accessing YouTube content and using G Suite accounts correctly. Below are possible resolutions and actions you can take to resolve this issue.

View Your Brand Accounts

You can [navigate to the brand accounts section](#) of your Google account to check to see if you have a brand account associated with your primary Google account.

Request Re-Activation of Your Brand Account

If your brand account has data or videos associated with it that you wish to recover, you have **until November 15** to request reactivation of your Brand Account. [Navigate here to request this.](#)

Switch Channels in YouTube to Your Primary Account

Some students or staff may be unable to sign into YouTube because it keeps forcing them to the “your brand account is suspended” page. To switch your YouTube channel to the non-brand or primary account, follow these instructions:

1. Log out of your Google account and also out of your Chrome browser if you are logged in to either.
2. Navigate to [YouTube.com/channel_switcher](https://www.youtube.com/channel_switcher)
3. Sign in with your G Suite account
4. Select the primary account rather than the brand account to access YouTube

Delete Your Brand Account

If you do not have data or information you wish to save associated with your brand account, you can just delete the brand account to stop having the brand account issue in YouTube. Only do this if you have no videos, data, or other things you wish to save in the brand account. To delete the brand account, follow these instructions:

1. Sign into Chrome and click on the User Icon
2. Click on "Google Account"

3. Click on "Data & personalization"
4. Scroll down and click on "Delete a service"
5. Click on "Delete a service" under "Delete a Google service"
6. Click on the trash can icon next to YouTube
7. Select "Delete data" and confirm by entering the email account to delete the service from.
8. Go back to YouTube, login with your G Suite account, then select the primary account

Merge Your Brand Account into Your Primary YouTube Account

NOTE: This is only available AFTER your brand account has been [reactivated following your request](#). If you have access to your brand account, you can merge your brand account YouTube channel, videos, and subscribers into your primary account. You will only be able to preserve data from one of the accounts however, so be aware of that. For example, if both your primary account and your brand account have 5 videos each, when you merge them you'll have to choose which way to merge and will only keep 5 videos. Conversely, if you have 10 videos in your brand account and none in your primary account, you can merge the brand account into your primary account and will then have the 10 videos in your primary account. In order to merge accounts, follow these instructions:

1. Navigate to the [YouTube.com/channel_switcher](https://www.youtube.com/channel_switcher) and choose the account (brand or primary) whose data you wish to preserve after the merge
2. Navigate to YouTube Advanced settings at https://www.youtube.com/account_advanced
3. Under channel settings click on the "Move channel..." link to initiate the merge
4. On the "Move YouTube channel" page you will see your current channel information and the connected account, as well as a section below to select the account to move to:

The screenshot displays the YouTube 'Move channel' interface. At the top, under 'MY CHANNEL (NOW)', there is a box for the current channel: 'www.youtube.com/user/1toWorld' with 225 subscribers, 101 videos, and 10 playlists. Below this is the channel icon and name '1toWorld'. To the right, a 'Connected Brand Account' is shown with the Google logo and the brand account name '1toWorld'. A large grey arrow points down to the 'MY CHANNEL (AFTER MOVE)' section. This section contains a dashed box with the instruction 'Choose the account. Only Brand Accounts owned by this account will appear below. [Learn more.](#)'. Below this instruction, under 'Available accounts:', there is a single account listed: 'NISD 1toWorld INSTRUCTIONAL TECHNOLOGY'. At the bottom right of the interface is a 'CANCEL' button.

- Once you choose an account from the menu below, the tool will show you a summary of what your channel will be after the move:

Move YouTube channel

MY CHANNEL (NOW)

www.youtube.com/user/1toWorld
225 subscribers - 101 videos - 10 playlists
Channel icon and name:
 1toWorld

Connected Brand Account:
 1toWorld

↓

MY CHANNEL (AFTER MOVE)

www.youtube.com/user/1toWorld
225 subscribers - 101 videos - 10 playlists
Channel icon and name:
 Instructional Technology

Connected account:
 Instructional Technology

- If the summary appears correct, click move channel, and then confirm on the following pop-up that you want to move the channel.
- You should see a confirmation message with the channel move summary (**note:** the summary may accidentally show zero items preserved, as in the picture below, but do not panic as all the items should still be in your channel and will appear there shortly)

Your YouTube channel has been successfully moved!

MY CHANNEL (NOW)

www.youtube.com/user/1toWorld
0 subscribers - No videos - No playlists
Channel icon and name:
 Instructional Technology

Connected account:
 Instructional Technology

- Navigate back to your channel to view the channel under your account.