



# Changing your email address to join an ACG plan

Tags: **ACG**

You're attempting to join your organization's A Cloud Guru plan, but you're seeing an error that you already have an individual ACG and/or Pluralsight account with that same email address.

To join your organization's ACG plan, you must follow the steps to update the email address on your existing account(s). This process will differ depending on whether you're joining the plan via an email invite, or signing in to create your account via Single Sign-On (SSO).

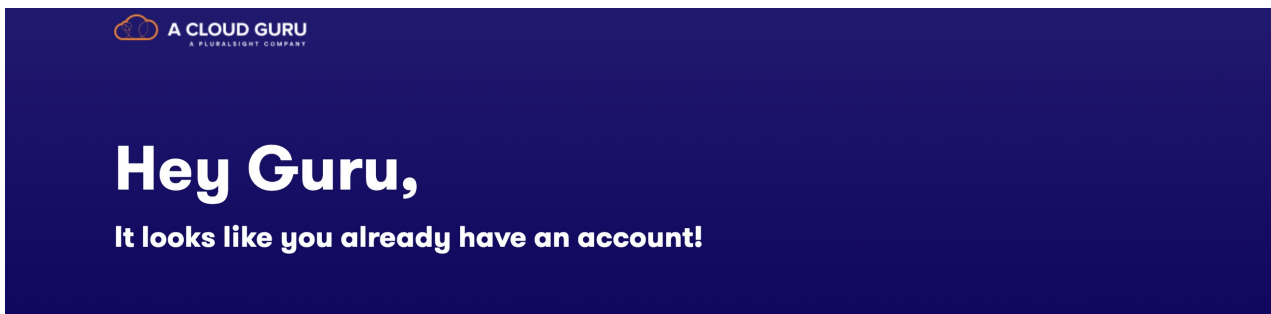
In this article

[Joining a plan via email invite](#)

[Joining a plan via SSO](#)

## Joining a plan via email invite

If you see an error when trying to accept an email invite to an ACG plan, it's because you already have an individual ACG account with that email address.



### Why am I seeing this page?

Here's the deal, you've used the same email [redacted] to create a personal account as the one on your organization's plan invite.

### What do I need to do?

We ask that you change the email account linked to your individual ACG account to a personal email address.

### Update your login email

Please follow this [step-by-step guide](#) to change the email address on your personal A Cloud Guru account and your personal Pluralsight account. Once you've completed these steps, you can return to your email inbox and accept the ACG invitation from your organization.

If you come across any issues or require assistance updating your email, please [submit a request to Support](#).

[Update your email](#)

To accept your organization's invitation, follow these steps to update the email on your individual ACG account and its associated Pluralsight account to a different email address.

**Tip:** Did you know that by having an individual ACG account, you now have a Pluralsight Skills account? ACG and Pluralsight are joining forces to bring you even more content. Use the if you haven't accessed your Pluralsight account yet.

## Step 1: Update ACG email

**Important:** Your [Account settings page \(opens in new tab\)](#) will show whether you use an external provider to log in to your ACG account with Single Sign-On (SSO).

### Password

**i** You are signed in using an external provider.  
If you wish to change your password you must do it on [google-oauth2's website](#).

### Login Email

**i** You are signed in using an external provider.  
If you wish to change your email you must do it on [google-oauth2's website](#).

If this is the case, you won't be able to change your email address yourself. If you sign in with SSO or are otherwise having trouble changing your email, please get in touch with [Support \(opens contact form\)](#) to complete this process.

If your account was created using an email address and password login:

1. [Log in \(opens in new tab\)](#) to your ACG account.
2. Click your avatar in the top right corner and click [Account settings \(opens in new tab\)](#).
3. Click **Change email**.
4. Type in your new email address. We recommend using a personal email account.
5. Click **Update Email Address**. You will automatically be signed out of your ACG account.
6. Check your new email's inbox to verify your new email address. If you don't see it, check your spam or junk folders.

**Note:** If you're unable to verify your email due to an email typo, contact [Support \(opens contact form\)](#) for help.

## Step 2: Update Pluralsight email

You'll also need to change the email address on the Pluralsight account associated with your individual ACG account.

**Tip:** Remember that by having an individual ACG account, you now have a Pluralsight Skills account. You'll need to change your email on both accounts in order to accept the ACG invite from your organization.

To update your Pluralsight email:

1. [Log in \(opens in new tab\)](#) to your Pluralsight account. Use the if you haven't accessed your Pluralsight account yet.
2. Click your avatar in the top right corner and click [Account settings \(opens in new tab\)](#).
3. Under **Email address**, click **Add email** and type in your new email address. We recommend using the same new email address you changed your ACG account to in Step 1.
4. Click **Send Verification**.
5. Find the verification email from Pluralsight in your inbox. If you don't see it, check your spam or junk folders.
6. Click **Verify now**. You'll be taken back to your Account settings page.
7. Your new email will appear under **Email address**. Click the **Make primary** (key) icon next to your new email address to make it the primary email on your account.
8. Click the **Remove email** (trash can) icon next to your old email address.

## Step 3: Accept ACG team plan invite

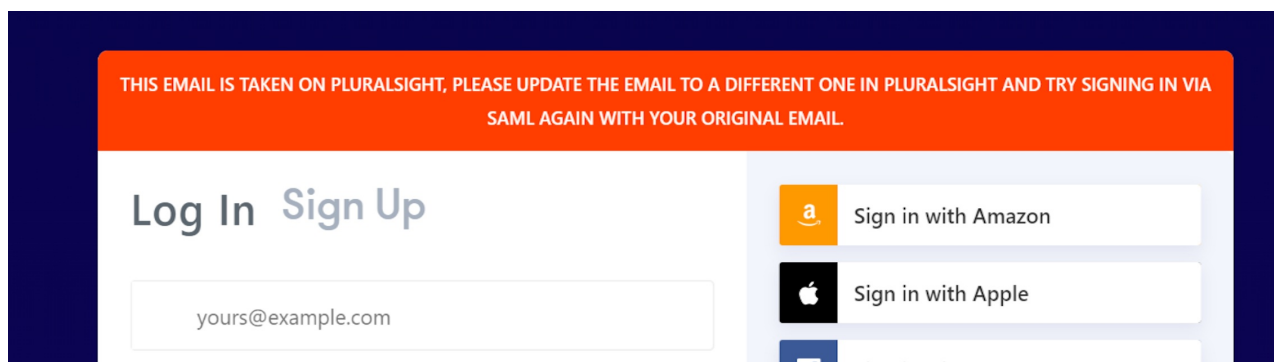
Now that you've changed your email address on both ACG and Pluralsight, return to your email inbox and accept the invitation from your organization to join their ACG plan.

If you run into any problems when updating your email address, get in touch with [Support \(opens contact form\)](#).

[back to top](#)

## Joining a plan via SSO

If you get an error when attempting to join an ACG plan by signing in via SSO, it's because you have an individual Pluralsight account with the same email address.



To join the plan, you must change the email address on your Pluralsight account. Here's how:

1. [Log in \(opens in new tab\)](#) to your Pluralsight account. You can [reset your password](#) if you've forgotten it.
2. Click your avatar in the top right corner and click [Account settings \(opens in new tab\)](#).
3. Under **Email address**, click **Add email** and type in your new email address.
4. Click **Send Verification**.

5. Find the verification email from Pluralsight in your inbox. If you don't see it, check your spam or junk folders.
6. Click **Verify now**. You'll be taken back to your Account settings page.
7. Your new email will appear under **Email address**. Click the **Make primary** (key) icon next to your new email address to make it the primary email on your account.
8. Click the **Remove email** (trash can) icon next to your old email address.

After you've successfully changed your email address, you can join your organization's plan. [Return to ACG \(opens in new tab\)](#) and use SSO to sign in with the original email address.

---

If you need help, please contact [Pluralsight Support](#).