

Jagmail Transfer Guide

A step-by-step guide for students leaving Jacksonville College and for IT staff assisting with Google/Gmail, Drive, Photos, and Takeout transfers.

Audience: Students leaving Jacksonville College, usually because of graduation, and Jacksonville College IT staff assisting those students. **Primary goal:** Help students copy or export important content from their Jacksonville College Jagmail account to a personal account before the Jagmail account is disabled or deleted. **Best option for most students:** Google Takeout Transfer to a personal Google/Gmail account.

- [1. What this guide helps you move](#)
- [2. You do not need to share every file one by one](#)
- [3. Before you start](#)
 - [You will need](#)
 - [Recommended devices and browsers](#)
- [4. Student Instructions — Move Jagmail to a Personal Gmail Account](#)
 - [Option A: Mobile \(Gmail / Google account transfer\)](#)
 - [Option B: Chromebook, Windows, Mac, or Linux](#)
- [5. Student Instructions — Move Jagmail to a Non-Google Email Account](#)
 - [Option C: Export a downloadable archive with Google Takeout](#)
 - [What you downloaded](#)
 - [Importing into other services](#)
- [6. What may not transfer automatically](#)
- [7. Recommended Student Checklist](#)
- [8. IT Department Guide](#)
 - [Goal](#)
 - [Talking points for IT staff](#)
 - [IT Admin Console checklist](#)
 - [IT manual assistance workflow \(one student\)](#)
- [9. Copy/Paste Help Ticket Response](#)
- [10. Troubleshooting](#)
 - [I see the wrong Google account](#)
 - [Some files did not transfer](#)

- [My personal Google account is out of storage](#)
- [I am not using Gmail](#)
- [My account was already disabled](#)

#1. What this guide helps you move

Your Jacksonville College Jagmail account may contain:

- Gmail messages
- Google Drive files you own
- Google Docs, Sheets, Slides, Forms, PDFs, images, and other uploaded files
- Google Photos, if used with the Jagmail account
- Calendar events
- Contacts
- Other Google service data, depending on what you used

The easiest path depends on where you are moving the data:

Destination	Best method	Best for
Personal Gmail / Google account	Google Takeout Transfer	Gmail, Drive files you own, Google Photos
Outlook, Yahoo, iCloud, Proton Mail, local archive, or another non-Google account	Google Takeout download archive	Full export or long-term backup
A few individual files only	Download from Google Drive	Quick one-off file saves

#2. You do not need to share every file one by one

Students often think they must open every Google Doc, Sheet, Slide, or folder and share it with their personal Gmail account. That is slow, confusing, and easy to miss.

For most students, there is a better option:

Use Google Takeout Transfer.

Google Takeout Transfer copies your eligible Jagmail Gmail messages, Google Drive files you own, and Google Photos content into your personal Google account. This means you do not have to manually share every Google Doc, Sheet, Slide, or folder.

Important distinction: Google Takeout Transfer creates **copies** in your destination account. The original files remain in Jagmail until Jacksonville College removes or disables the account. For your personal account, the copied files function like your own saved personal copies.

#3. Before you start

#You will need

- Access to your Jacksonville College Jagmail account.
- A personal Google/Gmail account, such as yourname@gmail.com.
- Enough storage in the personal Google account for the copied content.
- A reliable internet connection.
- Time for the transfer to complete. Large accounts may take hours or longer.

#Recommended devices and browsers

- iPhone or Android phone using Chrome, Safari, or the Gmail app/browser
- Chromebook using Chrome
- Windows computer using Chrome, Edge, or Firefox
- Mac using Safari, Chrome, Edge, or Firefox
- Linux computer using Chrome, Chromium, Firefox, or another modern browser

For students, mobile instructions are listed first because many students use their phones as their primary device.

#4. Student Instructions — Move Jagmail to a Personal Gmail Account

#Option A: Mobile (Gmail / Google account transfer)

1. Open Chrome or Safari on your phone.
2. Go to <https://takeout.google.com/transfer>.
3. If prompted, sign in with your Jacksonville College Jagmail account.
4. On the **Transfer your content** page, enter your personal Gmail address and tap **Send code**.

5. Open your personal Gmail account, find the email from Google, and copy the confirmation code.
6. Return to the transfer page, enter the code, and select **Verify**.
7. Choose what to copy — typically **Drive**, **Gmail**, and **Photos**.
8. Select **Start transfer**. Google will continue the process even if you close the browser.
9. After the transfer completes, sign in to your personal account and confirm Gmail, Drive, and Photos content arrived.

Tip: If Google keeps opening the wrong account, open an Incognito or Private window and sign in only with Jagmail.

#Option B: Chromebook, Windows, Mac, or Linux

1. Open a modern browser.
2. Go to <https://takeout.google.com/transfer>.
3. Sign in with Jagmail.
4. Enter your personal Gmail address and select **Send code**.
5. Retrieve the code from your personal Gmail and verify.
6. Choose Drive, Gmail, and/or Photos.
7. Select **Start transfer** and wait for completion.
8. Confirm copied content in your personal Google account.

#5. Student Instructions — Move Jagmail to a Non-Google Email Account

Use this option if your personal account is Outlook, Yahoo, iCloud, Proton Mail, or another non-Google service, or if you simply want a downloadable backup.

#Option C: Export a downloadable archive with Google Takeout

1. Go to <https://takeout.google.com> and sign in with Jagmail.
2. Choose only the services you need: Mail, Drive, Calendar, Contacts, Photos.
3. Choose export settings:
 - Delivery method: **Send download link via email**
 - Frequency: **Export once**
 - File type: **.zip**

- File size: **2 GB or larger** depending on your connection
- 4. Select **Create export** and wait for the email link.
- 5. Download the archive before the link expires and store it in a safe place.

#What you downloaded

- Gmail → **.mbox**
- Google Docs / Sheets / Slides → Office formats or PDF
- Calendar → **.ics**
- Contacts → **.vcf** or **.csv**

#Importing into other services

- **Outlook / Microsoft 365:** Import via Outlook desktop or migration tools.
 - **Apple Mail / iCloud:** Import mail archives through Apple Mail on a Mac.
 - **Thunderbird:** Use Mozilla Thunderbird to view or import.
 - **Proton Mail or others:** Check that provider's import instructions.
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#6. What may not transfer automatically

- Files in **Shared with me** that you do not own.
 - Files in **Shared Drives**.
 - Google Forms where responses or ownership matter.
 - YouTube channels or videos connected to the Jagmail account.
 - Google Classroom content.
 - Third-party app accounts that used Jagmail for sign-in.
 - Password-recovery email settings.
 - Two-factor authentication settings tied to Jagmail.
 - Contacts and Calendar (depending on whether you used Takeout Transfer or full Takeout).
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#7. Recommended Student Checklist

- ☐ Create or confirm access to a personal Gmail account.
- ☐ Check personal Google storage at <https://one.google.com/storage>.
- ☐ Use <https://takeout.google.com/transfer> to copy Gmail, Drive, and Photos.

- ☐ Use <https://takeout.google.com> for a full downloadable backup or non-Google providers.
 - ☐ Review Google Drive > My Drive for important files.
 - ☐ Review Google Drive > Shared with me for files owned by others.
 - ☐ Download or request access to shared files you still need.
 - ☐ Export Contacts and Calendar if needed.
 - ☐ Update personal accounts that use Jagmail as the recovery email.
 - ☐ Update resumes, job applications, banking, scholarships, and subscriptions to use your personal email.
 - ☐ Confirm copied content is visible in your personal account.
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#8. IT Department Guide

#Goal

Help students preserve personal academic data while reducing unnecessary manual work for IT.

#Talking points for IT staff

- Students should not manually share every Google Doc, Sheet, Slide, or folder with a personal account.
- Google Takeout Transfer is the recommended self-service method for Google-to-Google transfers.
- The tool creates copies; it does not delete the original Jagmail data.
- Drive transfer covers documents and folders the user owns in My Drive.
- Gmail transfer copies email messages, but not contacts, chats, or tasks.
- Photos transfer covers photos, videos, and albums the user owns, if enabled.
- External Drive sharing and Takeout settings must allow the transfer.
- The destination account must have enough storage.

#IT Admin Console checklist

1. Sign in to Google Admin Console with administrator privileges.
2. Go to **Menu > Data > Data import & export > Google Takeout**.
3. Open **Additional transfer permissions** and enable for the appropriate OU.
4. In **Data transfer services**, turn on Drive, Gmail, and Photos for the right OU.
5. Confirm Google Takeout is on for the right OU.

6. Confirm Drive external-sharing settings allow eligible files to be copied outside the domain.
7. Apply settings at the correct OU (Students, Alumni transition, Graduating class).
8. Save and test with a non-privileged test student account.

#IT manual assistance workflow (one student)

1. Confirm the student still has access to Jagmail.
2. Have the student sign in themselves — never collect passwords.
3. Open <https://takeout.google.com/transfer>.
4. Confirm the browser is using the Jagmail account.
5. Enter the personal Gmail address.
6. Retrieve the confirmation code from the personal Gmail inbox.
7. Verify the destination account.
8. Choose Drive, Gmail, and Photos as appropriate.
9. Start the transfer.
10. Remind the student to verify copied content later and to check Shared with me, Contacts, Calendar, and any non-Google services tied to Jagmail.

#9. Copy/Paste Help Ticket Response

Subject: How to transfer your Jagmail content before graduation

Hello,

You do not need to share every Google Doc, Sheet, Slide, or folder with your personal Gmail account one by one. Google provides a better self-service option called Google Takeout Transfer.

Please follow these steps:

- 1. Sign in to your Jacksonville College Jagmail account.**
- 2. Go to <https://takeout.google.com/transfer>**
- 3. Enter your personal Gmail address.**
- 4. Select Send code.**
- 5. Open your personal Gmail inbox and get the confirmation code from Google**
- 6. Return to the transfer page, enter the code, and select Verify.**
- 7. Choose the content you want to copy: Drive, Gmail, and Photos.**
- 8. Select Start transfer.**

9. After the transfer completes, sign in to your personal Gmail account and confirm your email and Drive files copied correctly.

If you are moving to Outlook, Yahoo, iCloud, Proton Mail, or another non-Google service, use <https://takeout.google.com> instead to create a downloadable archive.

Thank you,
Jacksonville College IT

#10. Troubleshooting

#I see the wrong Google account

Open an Incognito or Private window and sign in only with Jagmail, then open the transfer page.

#Some files did not transfer

Check **Shared with me** and **Shared Drives**. Files owned by someone else may require a manual download or a new share to your personal account.

#My personal Google account is out of storage

Free up Google storage or purchase more before starting a large transfer.

#I am not using Gmail

Use <https://takeout.google.com> to create a downloadable archive. Keep it as a backup or import it into another service.

#My account was already disabled

Contact Jacksonville College IT as soon as possible. Recovery depends on retention policy and whether the account still exists.

Document owner: Jacksonville College IT **Recommended review cycle:** Each semester before graduation **Last guide update:** May 6, 2026