This guide shows you the steps to check if you have an existing personal Dropbox account. This is especially important to check if you have an existing personal Dropbox account tied to an @fullerton.edu email address as you will run into issues in signing up for a CSUF Dropbox for Business account if you already have a personal Dropbox tied to your @fullerton.edu email account. You may also use this same process to check for a personal Dropbox tied to a personal email address.

**NOTE:** This process may take up to 10 minutes if you have an existing account.

1. Open your internet browser to [www.dropbox.com](http://www.dropbox.com).

2. Under the logo, click **Sign In**.

3. Click **Forgot your password?**
4. Enter your email address and then click **Submit**.

   **Forgot your password?**
   Enter your email address to reset your password. You may need to check your spam folder or unblock no-reply@dropbox.com.

   ![Testimonial 1](image1.png)

   **Forgot your password?**

   **A.** If the account does **not** exist, you will see this notification at the top of the page. You’re done. You can skip the rest of the instructions in this document.

   ![Testimonial 2](image2.png)

   **B.** If the account does exist, you will see this notification at the top of the page. Continue to the next step.

   ![Testimonial 3](image3.png)
5 Open your email account and look for an email from Dropbox (no-reply@dropbox-com) with the subject *Dropbox password reset*. Open it and click on **Reset password**.

![Image](image_url)

Hi there,

Someone recently requested a password change for your personal Dropbox account. If this was you, you can set a new password here:

[Reset password]

If you don't want to change your password or didn't request this, just ignore and delete this message.

To keep your account secure, please don't forward this email to anyone. See our Help Center for *more security tips*.

Thanks!
- The Dropbox Team

6 Enter a new password twice and then click **Submit**. Make sure that you remember this password!
You’re done! You’ll see a confirmation that the password change was saved and you’re taken into your personal Dropbox account. You can now move on to create your CSUF Dropbox for Business account.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Additional training materials are available at www.fullerton.edu/it/dropbox.