

Migrating your Claude Account

Last Modified on 09/15/2026 1:41 pm EDT

Before You Start

You'll need:

- a pre-existing Claude account associated with your @upenn.edu email.
- a UPenn **Claude Enterprise account**, associated with the same @upenn.edu email.

If you have an existing Anthropic Claude account associated with your @upenn.edu email address AND you've requested a UPenn Anthropic Claude account you have two account management options:

- Keep the two accounts (associated with the same email address) separate and toggle between them.
- Migrate your personal account's (Free, Pro, or Max) contents to your UPenn Enterprise account.

Migration is completely optional.

Toggling between accounts

If you have a personal and Enterprise account associated with your @upenn.edu email address you can keep both of them and toggle back and forth as you like.

Why would you want both an Enterprise account and a personal account? The biggest reason is to maintain access to certain features not yet available on the University's Claude Enterprise (notably Cowork).

Your Claude Enterprise account does come with **several benefits**; toggling between the two lets you take advantage of both.



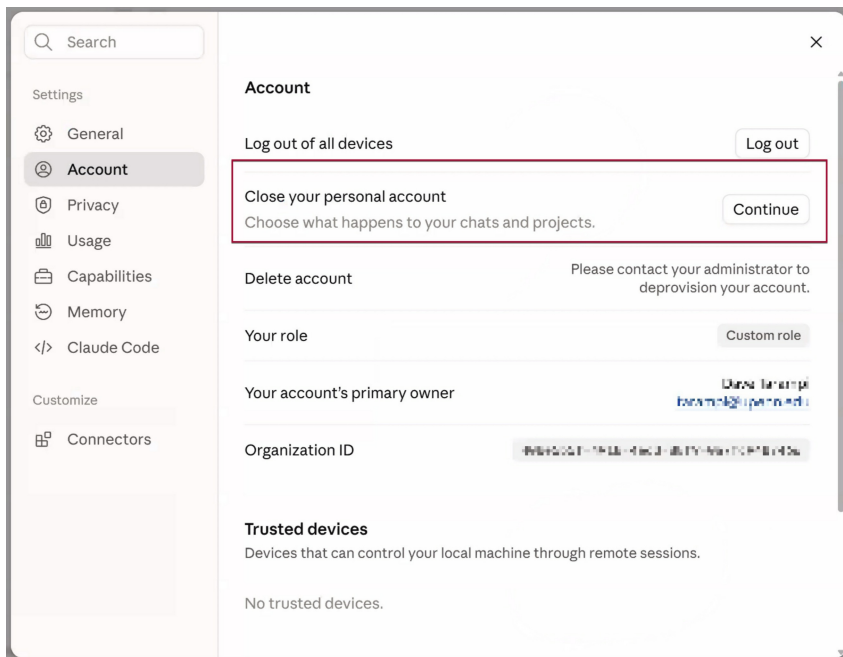
Toggling between two Claude accounts associated with the same @upenn.edu email address

Migrating your account

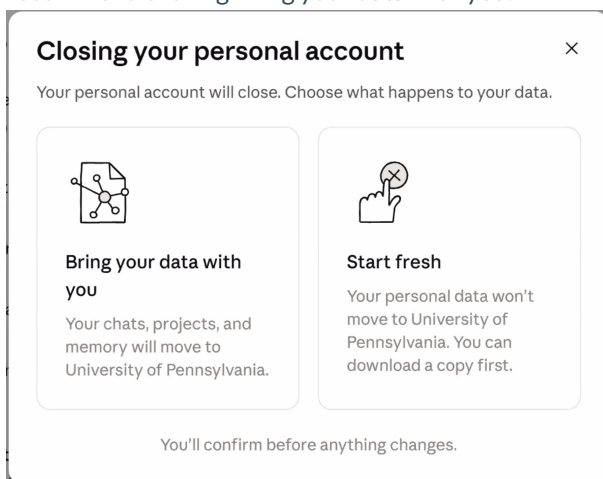
Migrating your personal account to UPenn's Enterprise account permanently closes your personal account. Any data not included in the migration won't be accessible unless it was downloaded during the migration process.

In order to migrate your personal account to your Enterprise account you must start from your Enterprise account:

1. Log into Claude with your Enterprise account, or toggle to it if you're using your personal account.
2. Go to Settings > Account > Close your personal account.



3. Click the Continue button.
4. Claude will ask you if you want to bring your data with you (see [Anthropic's list](#) of what's included when you migrate) or Start fresh. If you start fresh your data won't move, but you'll be able to **export your data** before the migration is complete (Note: This export cannot be imported into another Claude account). We recommend clicking Bring your data with you.



5. Claude lists what will be migrated and what won't. Anything that isn't moved will not be accessible post-migration. Check the box next to "I understand that my personal account will close after migrating"

×

Move your data to University of Pennsylvania

Here's what will move to University of Pennsylvania. Once you migrate, your company's data policy will apply to your data. Your personal account will close after migrating.

What will move

1 chat

1 project

Claude Design projects
Visible once your organization turns on Claude Design

Custom instructions

Memory

What won't move

Connectors

Shared chat links

Claude Code sessions

Cowork sessions (cloud and desktop)

Skills

☐ I understand that my personal account will close after migrating

Cancel

Migrate now

6. Once that box is checked the Migrate Now button is activated. Click on Migrate Now to migrate your account.

☒ I understand that my personal account will close after migrating

Cancel Migrate now

7. The migration process starts. Length varies depending on how much data is being moved, but once the migration is complete you'll be logged out of Claude.

Moving your account to University of Pennsylvania

The migration will take a couple minutes, and we'll sign you out when it's done. Just sign back in to get started with your new org.

8. Log back in. You may be asked to confirm your email address. Click "Continue as..." and you'll see there's only one account associated with your @upenn.edu email address and it is on the University's Enterprise account.

Questions?

Please contact your **Wharton Computing representative** with any questions regarding Claude Enterprise at Wharton.

Please contact Wharton's **Information Security Office** with any questions you may have about data policies.