

# Interactions of AWS Root Accounts and Amazon.com Accounts

## How Linkage Happens

Prior to May 2017:

1. If you created an AWS account with email address xyz123@cornell.edu, and there was no existing Amazon.com account for xyz123@cornell.edu then functionally, an Amazon.com account was also created for xyz123@cornell.edu and those two accounts (AWS and Amazon.com) are linked.
2. If you created an AWS account with email address xyz123@cornell.edu, and there already was an existing Amazon.com account for xyz123@cornell.edu, then the two accounts will be linked.

## Checking Linkage

We can ask our AWS Technical Account Manager to check whether linkage exists for any of our AWS accounts under the Cornell master AWS Organization. Contact him directly.

## Ramifications

If linkage exists:

- If you were to change the root email address for the AWS account, it would also change the email address for the Amazon.com account.
- If you were to change the email address for the Amazon.com account, it would also change the root email address for the AWS account.
- AWS/Amazon cannot current manually unlink or decouple these accounts.
- If the Amazon.com account is closed, the AWS account will be closed. (Statement from AWS TAM.)
- If the AWS account is closed, the Amazon.com account remains active. (Confirmed with AWS Support.)

Removing linkage:

- To decouple the 2 accounts a ticket to AWS Support must be placed:

### AWS Support Request

"This account is currently linked to an Amazon Retail account and needs to be separated from that, please begin the decoupling process for this account"

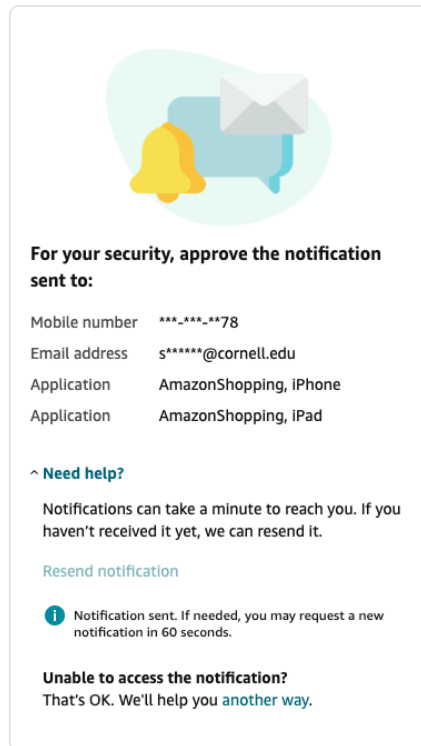
- Support will confirm once that has been completed on their end.
- Next steps:
  1. Login to the AWS account with root credentials and perform password change process by creating a new AWS root password.
  2. Update the root account email address to a new email address for that account.



If this is a Cornell Owned AWS Account, contact the [CIT Cloud Team](#) to update the root email address

3. (If present) - Remove existing IAM MFA authentication methods for the root account.
4. Logout and back in with new root email address and newly created password from step 1.

- a. Doing this may trigger a security event that needs approval just once, approve.



5. Logout of the previously connected personal Amazon Retail account and back in with previous/existing retail credentials to confirm accounts are now separated.