



Change the Email Address
Associated with an Apple Account



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Preface

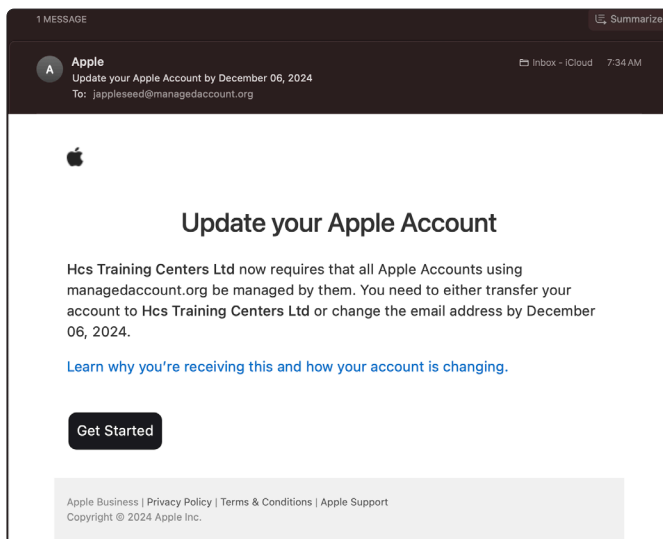
When your organization configures federated authentication, Domain Capture or Domain Lock, Apple Business checks whether your domain name is already part of any existing Apple Accounts. The domain, or domain name (as it is also commonly known), is the name that designates the larger organization rather than an individual member. Domain names are registered and must be globally unique.

The goal is to change your currently assigned Apple Account email address. This is useful if you are no longer going to use the email account or you are using an organizationally owned email that you want to switch to a personal email.

Before beginning the process of changing your Apple Account email, we recommend that you have messages in iCloud enabled in Settings. You may do this by going to System Settings > your name > iCloud > Messages. This will enable your Messages to sync between your device and iCloud. Failure to sync your messages to iCloud can result in a loss of messages that you had before the change of your Apple Account email address. Any third party apps you use should be checked to make sure they are using iCloud as well. If this is the first time you're turning on iCloud Messages or other apps, you need to give them time to sync before proceeding.

Scenario

You receive a work email notifying you to update your Apple Account, as it will soon be managed by the company. After contacting your IT department, they confirm the request is legitimate and inform you that you have up to 30 days to complete the update.



There are two scenarios when you update the Apple Account:

- **Keep as a personal account:**
Select this if you want to continue to manage the account BUT you will need to change the email address associated to your Apple Account. You will retain all of your purchases and subscriptions from Apple. This includes music, movies, TV shows, books and apps.
- **Transfer to a work account:**
Select this if you want the organization to manage the Apple Account and it's data. The Apple Account becomes a Managed Apple Account. You will have access to books and apps BUT music, movies and TV shows will not be available. The Managed Apple Account will also lose the ability to purchase anything from the App Store and any media such as music, movies and TV shows. Any active subscriptions will not renew. All purchases will have to go through Apple Business.



How do I decide whether to keep or transfer my Apple Account?

You should consider various factors when deciding whether to transfer a personal (unmanaged) Apple Account.

You may want to keep the Apple Account if the account is:

- Used to store personal Photos, iCloud keychain or personal data such as Health Data.
- Used to make purchases of apps, music, movies.
- Used with Apple Pay or Apple Wallet Cards.
- Part of Family Sharing that provides subscriptions, movies, music purchases or app licenses.

You may want to transfer the Apple Account if the account is:

- Used on work devices.
- Used to collaborate with other users in the organization.
- Used to access services related to the organization such as Apple Business Connect, Apple Business Register, or the Apple Push Notification service portal

The Apple Account can't be transferred, what do I do?

In some cases, users may have the option to rename their Apple Account and continue using it as a personal (unmanaged) account. Here are situations where an Apple Account cannot be transferred to an organization:

- The account was created for a child.
- The account has a Legacy Contact configured.
- The user has temporarily disabled their account in the Data and Privacy portal.
- The account is using one of the following:
 - iCloud+
 - Family Sharing
 - Sign in with Apple
 - Recovery Key
 - Security Key
 - Advanced Data Protection

What happens if I don't do anything after 30 days?

If you don't do anything after 30 days, The Apple Account will remain a personal (unmanaged) Apple Account and will be assigned a new account name. For example:

jappleseed@managedaccount.org will be become changed.name123@icloud.com

jappleseed@managedaccount.org will become a Managed Apple Account in Apple Business.

For more information, please refer to these Apple support article:

About account transfers in Apple Business

<https://support.apple.com/guide/apple-business-manager/about-account-transfers-axmd2954ada2/1/web/1>

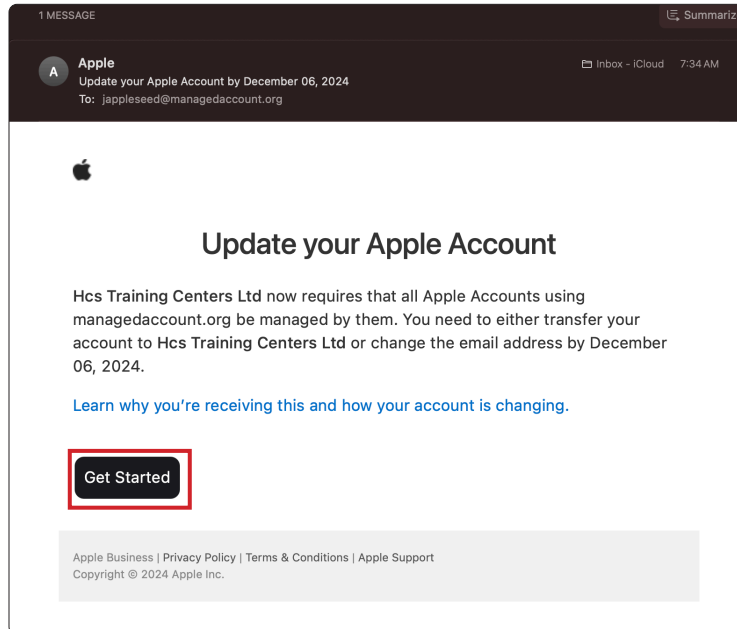
Capture a Domain in Apple Business

<https://support.apple.com/guide/apple-business-manager/capture-a-domain-axm512ce43c3/web>

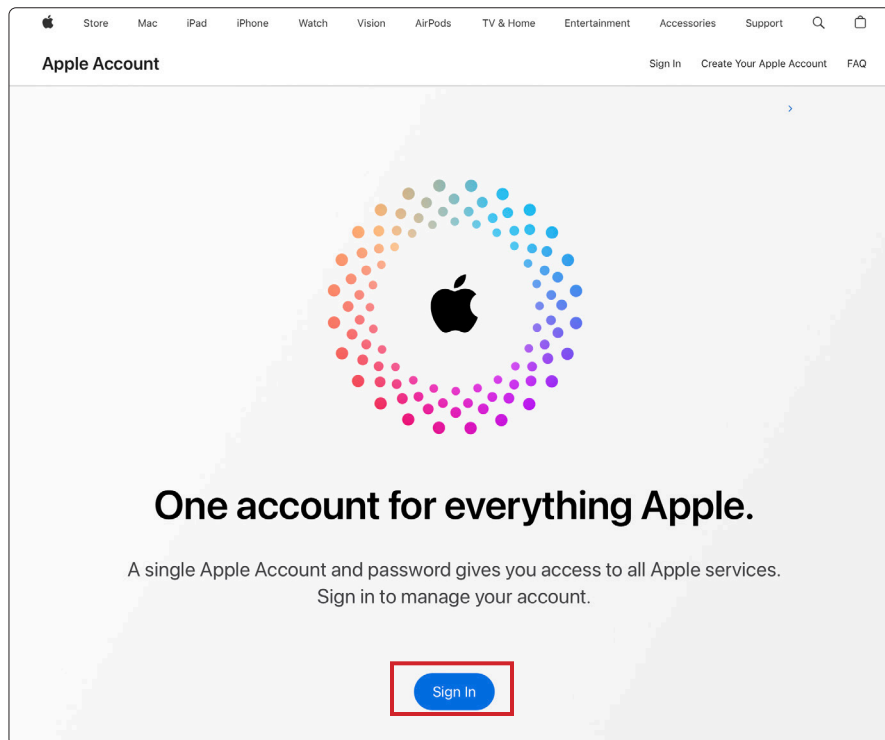


Scenario 1: Keep as a Personal (Unmanaged) Apple Account

1. Click "Get Started" in the email you received from Apple.



2. Click Sign-in.





3. Enter the Apple Account email address. I.E. jappleseed@managedaccount.org
4. Enter the password for the account.

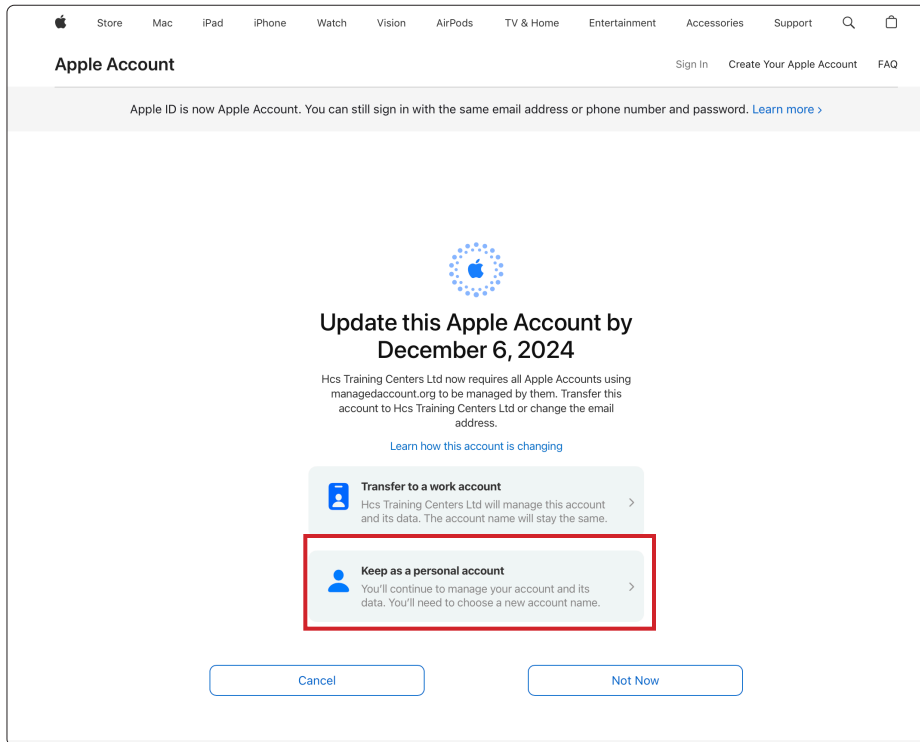
A screenshot of the Apple Account sign-in page. The page has a white background with a navigation bar at the top containing links for Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, and Support. Below the navigation bar, the text 'Apple Account' is displayed, followed by 'Sign In', 'Create Your Apple Account', and 'FAQ'. A message states: 'Apple ID is now Apple Account. You can still sign in with the same email address or phone number and password. [Learn more >](#)'. The main content area features the Apple logo (a black silhouette of an apple with a bite taken out of it) surrounded by a circular arrangement of colorful dots. Below the logo, the text 'Apple Account' and 'Manage your Apple Account' is shown. There are two input fields: 'Email or Phone Number' with the value 'jappleseed@managedaccount.org' and 'Password' with a masked password '.....'. Red lines with the numbers '3' and '4' point to the email and password fields respectively. Below the input fields, there is a checkbox for 'Remember me' and a link for 'Forgot password? >'. The page is framed by a thin black border.

5. Enter your verification code from another device or SMS.

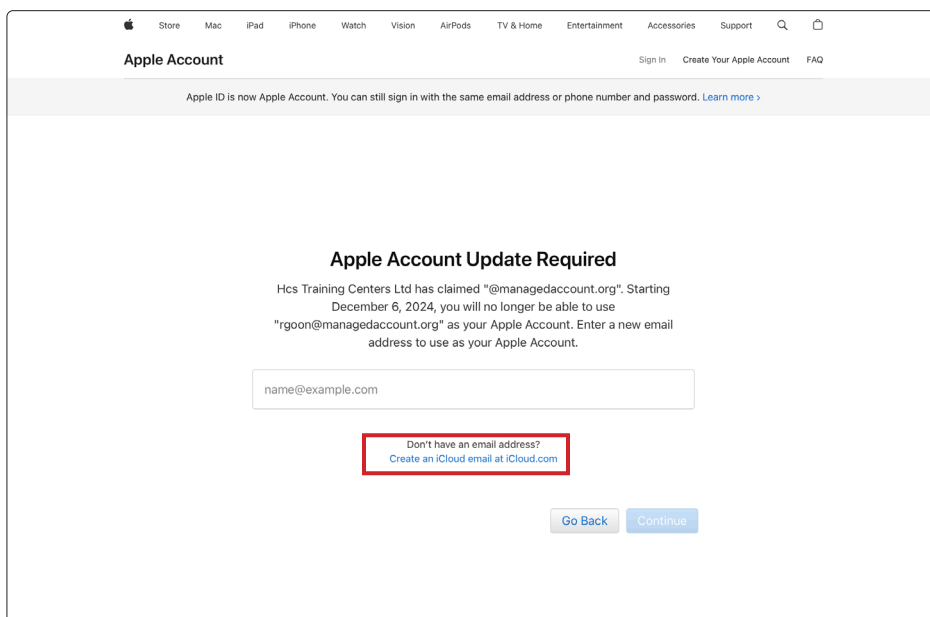
A screenshot of the Two-Factor Authentication page. The page has a white background with a navigation bar at the top containing links for Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, and Support. Below the navigation bar, the text 'Apple Account' is displayed, followed by 'Sign In', 'Create Your Apple Account', and 'FAQ'. A message states: 'Apple ID is now Apple Account. You can still sign in with the same email address or phone number and password. [Learn more >](#)'. The main content area features the text 'Two-Factor Authentication' in a bold, black font. Below this text, there are five input boxes for a verification code. The first box contains the number '1'. A blue tooltip with a white speech bubble icon and the text 'Fill code From Messages' is positioned over the second box. Below the input boxes, the text 'A verification code has been sent to (***). Enter the code to continue.' is displayed. Below this text, there is a link for 'Didn't get a verification code?'. At the bottom right of the page, there is a button labeled 'Sign In to your Apple Account'. The page is framed by a thin black border.



6. Confirm the Apple Account needs to be updated because the organization has claimed the email address. Click on Keep as a personal account. When you keep the Apple Account as a personal (unmanaged) account, you will need to change the email address for the account. All purchases will be retained with the account.



7. You may enter an existing email address or create an iCloud email address. This guide is going to create an iCloud email address. Click Create an iCloud email at iCloud.com



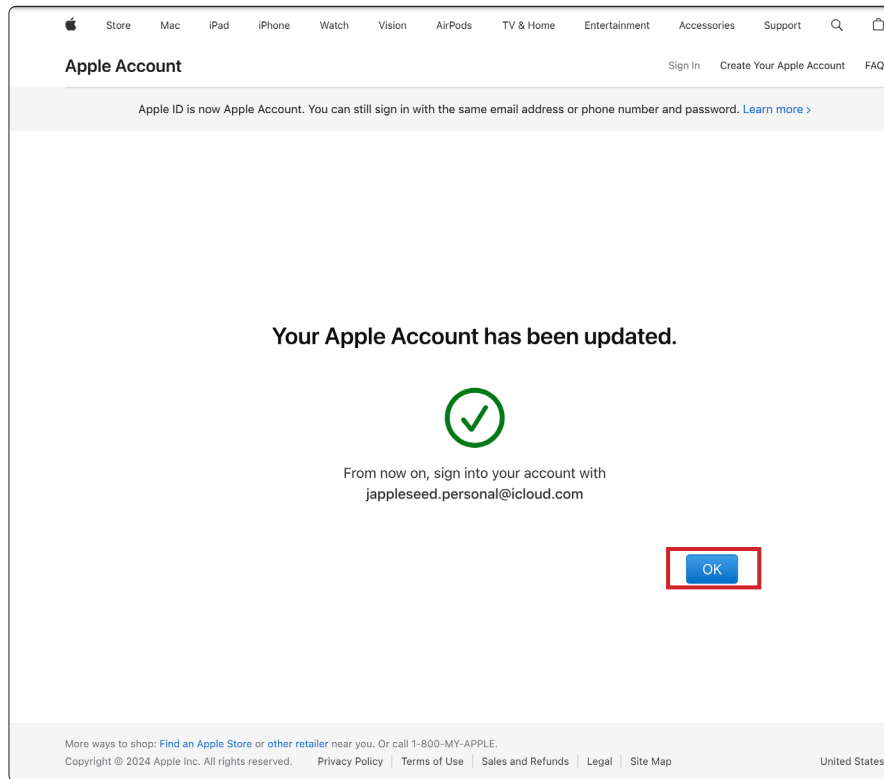


8. Enter an email address that ends with iCloud.com.
9. Click Continue.

A screenshot of the Apple Account creation page. The page has a white background with a grey header bar. The header bar contains the Apple logo, navigation links (Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, Support), and utility icons (Search, Shopping Bag). Below the header, the text 'Apple Account' is displayed on the left, and 'Sign In', 'Create Your Apple Account', and 'FAQ' are on the right. A grey banner below the header contains the text: 'Apple ID is now Apple Account. You can still sign in with the same email address or phone number and password. [Learn more >](#)'. The main content area is titled 'Email Address' and includes the instruction 'This email address will be your Apple Account.' Below this is a text input field with a placeholder 'name@icloud.com' and the entered text 'jappleseed.personal@icloud.com'. A red line with the number '8' points to the end of the input field. Below the input field are two buttons: 'Go Back' and 'Continue'. The 'Continue' button is highlighted with a red box, and a red line with the number '9' points to it. At the bottom of the page, there is a footer with the text: 'More ways to shop: [Find an Apple Store](#) or [other retailer](#) near you. Or call 1-800-MY-APPLE. Copyright © 2024 Apple Inc. All rights reserved. [Privacy Policy](#) | [Terms of Use](#) | [Sales and Refunds](#) | [Legal](#) | [Site Map](#) United States'.



10. Confirm the email address has been updated. Click OK.



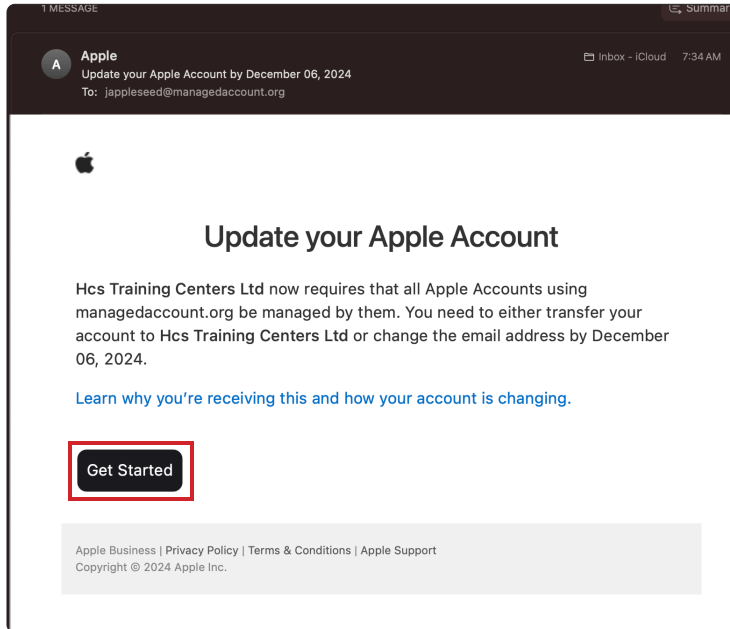
What happens next?

- When go to your other devices such as your iPad, the email address for the Apple Account will change automatically.
- Apps, books and media (music, movies and TV shows) will be retained with the account.
- Any active subscriptions will continue with the new account name.
- Family Sharing will continue to provide subscriptions, music, movie purchases, or app licenses to other family members
- Apple Pay and account balances remains with the account.
- Health Data and any personal data will remain with the account under a new email address.

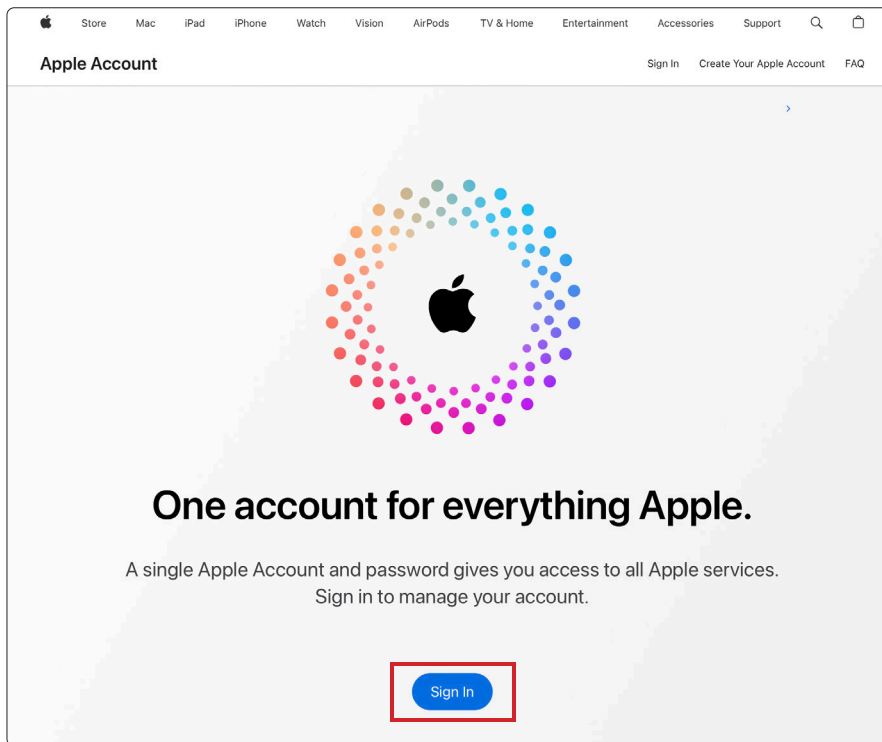


Scenario 2: Transfer the Apple Account to a Work Account

1. Click "Get Started" in the email you received from Apple.

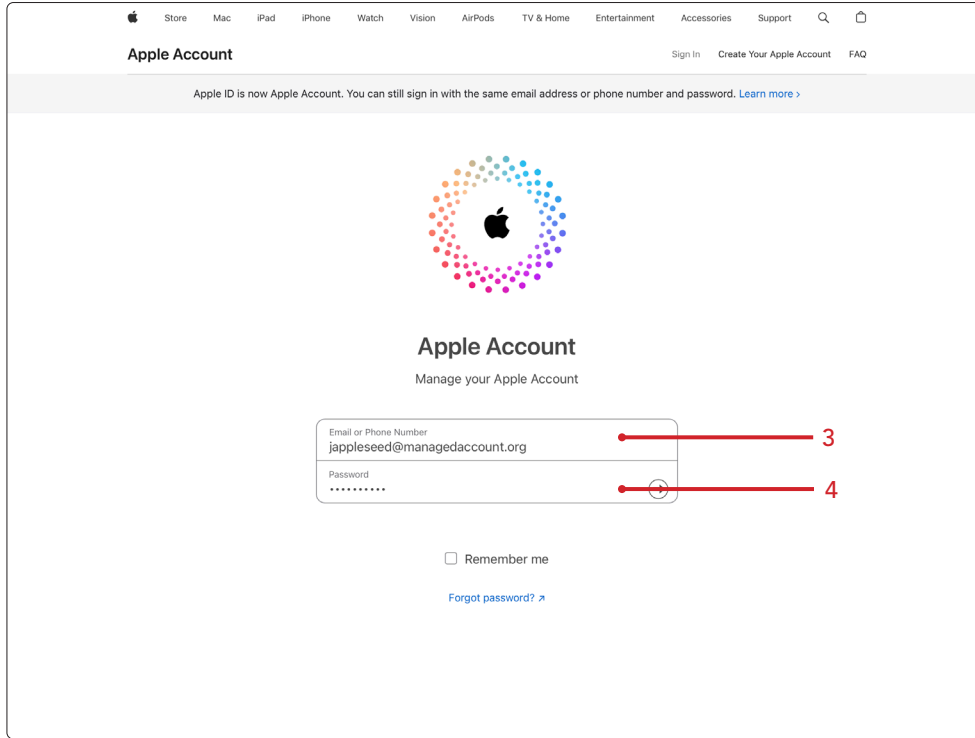


2. Click Sign-in.

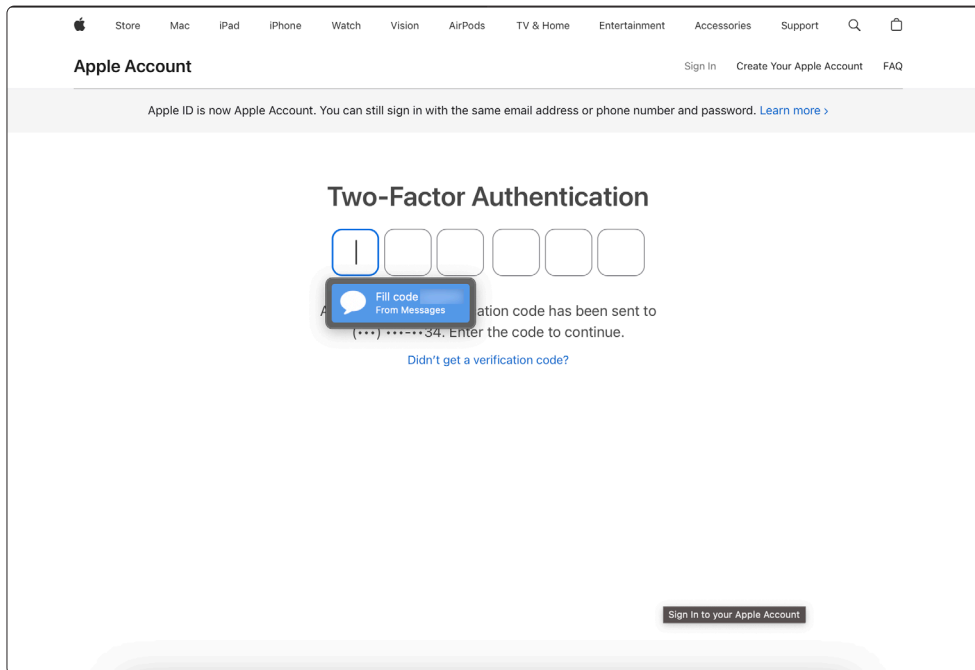




3. Enter the Apple Account email address. I.E. jappleseed@managedaccount.org
4. Enter the password for the account.

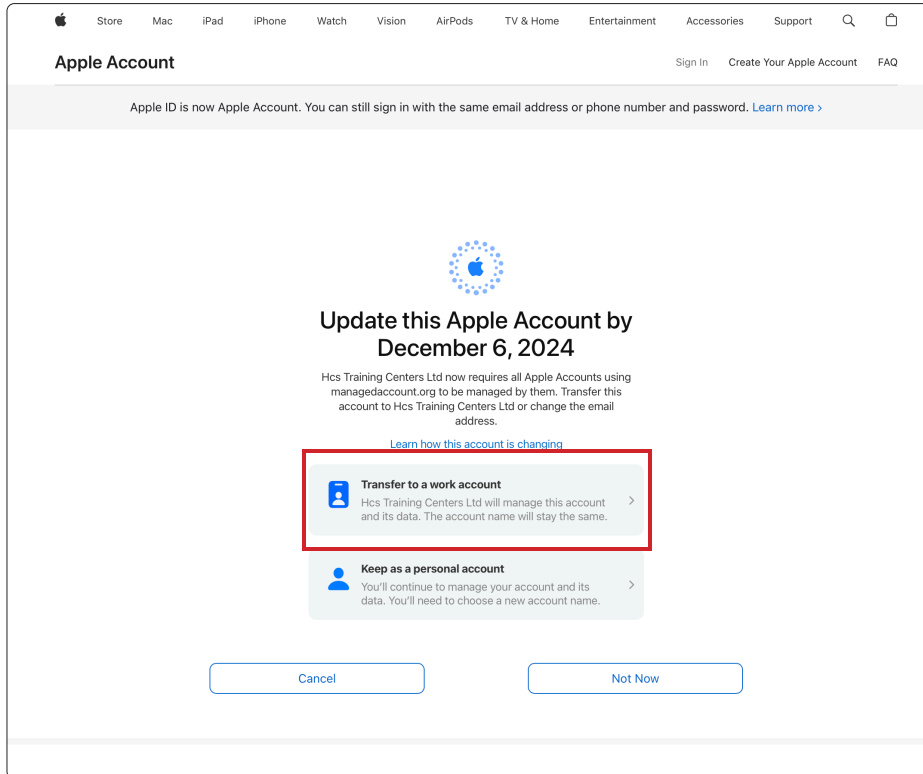


5. Enter your verification code from another device or SMS.





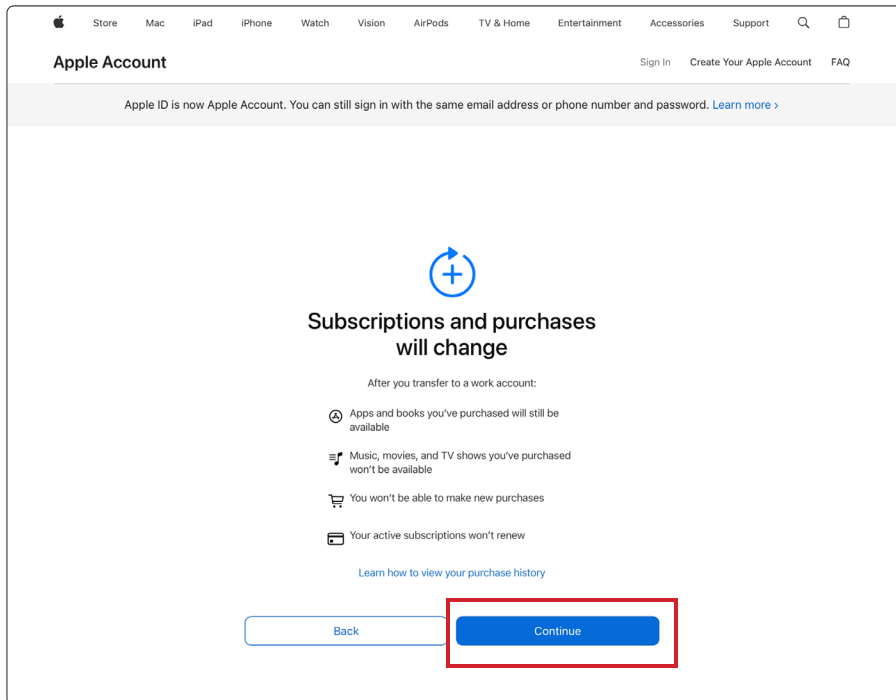
6. Confirm the Apple Account needs to be updated because the organization has claimed the email address. Click Transfer to a work account.



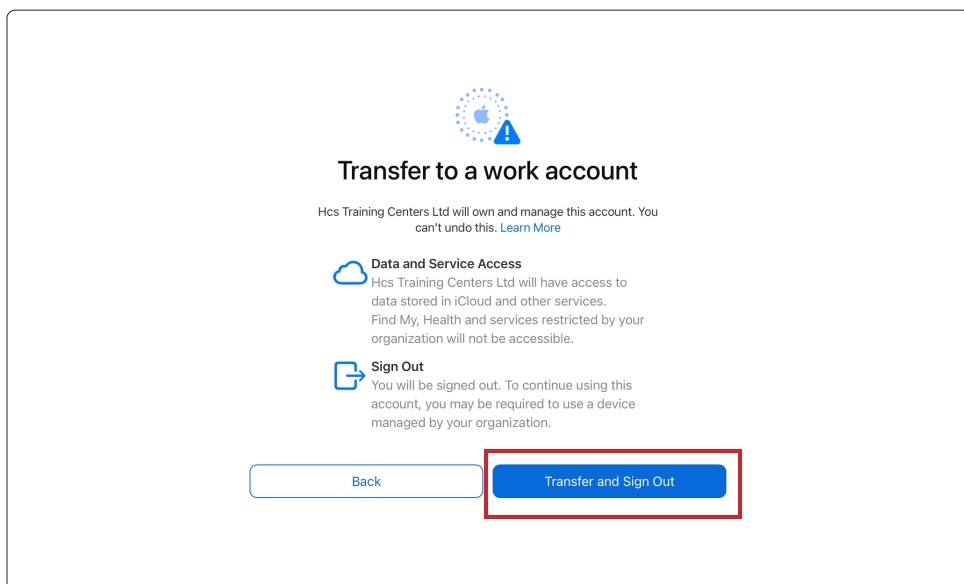


7. When converting to a work account, the following will happen:
- Apps and Books purchased on the account will still be available.
 - Music, movies and TV Shows will not be available.
 - You will not be able to make new purchases.
 - Any subscriptions won't renew.

8. Click Continue

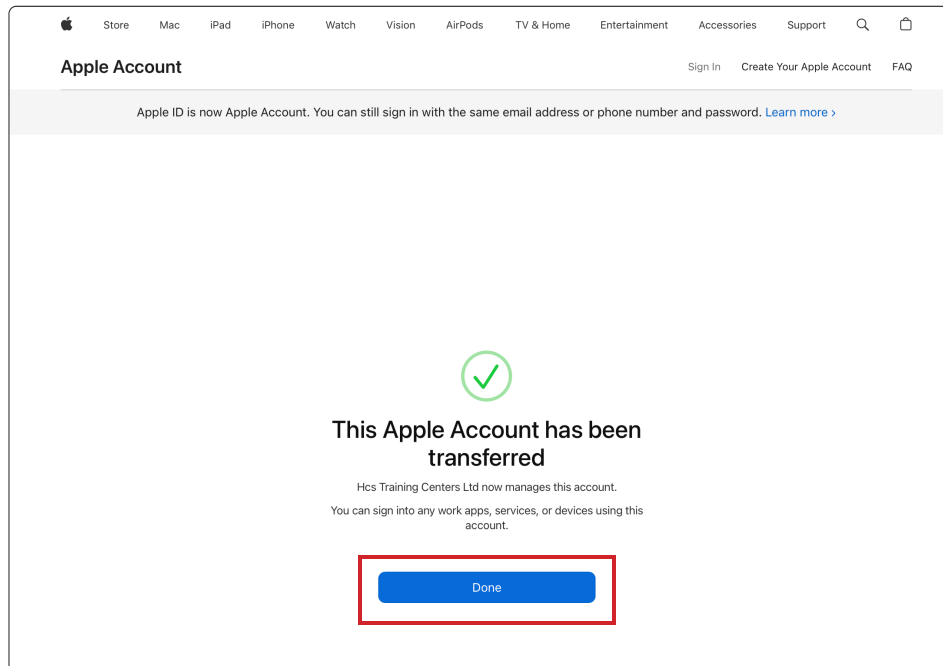


9. Click Transfer and Sign Out.





10. Confirm the Transfer has completed. Click Done.



What happens next?

- When you go to your other devices such as your iPad the account name remains the same.
- Apps and Books are still available.
- Music, movies and TV shows will not be available.
- You can no longer make any new purchases through the App Store. Purchases have to be made through Apple Business.
- Any active subscriptions will not be renewed.
- Family Sharing cease to work and any subscriptions will not be available.

For more information, please refer to this Apple support article:

About account transfers in Apple Business

<https://support.apple.com/guide/apple-business-manager/about-account-transfers-axmd2954ada2/1/web/1>

Capture a Domain in Apple Business

<https://support.apple.com/guide/apple-business-manager/capture-a-domain-axm512ce43c3/web>