

Changing the Email Address Associated with an Apple ID



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### Preface

The goal is to change your currently assigned Apple ID 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.

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.

When your organization configures federated authentication, Apple Business Manager checks whether your domain name is already part of any existing Apple IDs:

- Apple IDs: If someone else is using an Apple ID that contains the domain you want to use, that Apple ID user name can be reclaimed from the user so you can use it.
- Your Apple ID change must occur on one of the devices using the existing Apple ID.

#### **Requirements:**

- You need your personal email account to change the Apple ID association. Note: If you do not have one, you can go to gmail.com, yahoo.com, outlook.com, etc.
- Apple Device iPhone or iPad logged into your current Apple ID.
- Optional: Mac, Apple TV, Apple Watch.

This document was created using iOS 17.1, iPadOS 17.1, macOS 14.1, tvOS 16.4, and watchOS 10.1. Other versions may behave in a different manner.

Before beginning the process of changing your Apple ID email, we recommend that you have messages in iCloud set to on in Settings, your name, iCloud, Show All, Messages. This will enable your Messages to sync between your device in iCloud, else you may not have all the messages you had before the change of your Apple ID email address when you sign out. Any third party apps you use should be checked to make sure they are using iCloud as well. You can scroll down to see this. If you are first turning iCloud on for Messages or other apps, you need to give them the opportunity to sync before signing out of the Apple ID on the device.

It should be noted that an @icloud.com email account that is associated with an Apple ID cannot be changed.

Additional HCS Technology Group Resources:

- How to Setup a Federated Connection to Apple Business Manager https://hcsonline.com/images/PDFs/ABM\_Federation.pdf
- How to Resolve Managed Apple ID Conflicts https://hcsonline.com/images/Managed\_Apple\_IDs.pdf



### Section 1: Changing the email address associated with an Apple ID on iPhone

We have used the iPhone to demonstrate how to change your Apple ID email account. You can also do this on an iPad.

1. On your iPhone, open Settings and tap your name at the top.



2. Tap Sign-In & Security.



3. Tap Edit next to Email & Phone Numbers.





4. Tap Remove (😑).



5. Tap Delete.



 Confirm a message appears saying "Choose Another Email Address" before removing your current Apple ID email. Tap Choose Another Email.



7. You may be asked to enter your current device passcode.





8. Enter the new email address to be used as your Apple ID email.



9. Tap Continue.



10. A code will be sent to this new email account. Enter the code from your email.



11. Confirm the message "Your Apple ID has been updated." Tap OK.





12. Confirm the new Apple ID email under Email & Phone Numbers.



14. Go back to your Apple ID screen. Scroll down to the bottom. Tap Sign Out.



13. Confirm a message appears asking to add your new Apple ID email to iMessage and FaceTime. Tap Yes if you want to use this new email as your Apple ID for these Apple services.



15. Tap Sign in to your iPhone to setup iCloud.





Enter your new Apple ID email.
 Tap Continue.



- 20. You will be sent a verification code.
- 21. Enter the Verification Code.
- 22. Enter the iPhone passcode.
- 23. Tap Continue.



- 18. Enter your password for your Apple ID.
- 19. Tap Continue.





- 24. You will be asked "Do you want to merge Safari with iCloud?" You can choose Merge if new content. We recommend selecting Don't Merge.
- 25. If locations services are on, you will be asked "Allow Find My iPhone" to use the location of this iPhone? We recommend selecting Allow.
- 26. Enter the passcode for the iPhone to allow Find My iPhone.
- 27. Select Ok.
- 28. You are now logged in with your new Apple ID email and all your content is the same.

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< Se	ttings Apple ID	
	JA	
japp	John Appleseed	
Æ	Personal Information	>
9	Sign-In & Security	>
	Payment & Shipping N	>
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	iCloud 5 GB	>
Å	Media & Purchases	>
	Eind My	



## Section 2: Log in with the updated Apple ID on iPad

After you have changed your Apple ID email account, you will need to logout of the original Apple ID email account and login with the new email account.

1. On your iPad, open Settings



2. Tap on your name at the top.

9:41AM Tue Jan 9	Apple ID
Settings Q Search	A
This IPad is supervised and managed by InstructUs Training Group LLC. Learn more about device supervision	John Appleseed
JA John Appleseed Apple ID, iCloud, Media & Purchases	Personal Information
	Sign-In & Security
Airplane Mode	Payment & Shipping
S Wi-Fi HCS-WiFi	( Subscriptions
Diveteeth On	

- 3. Scroll down to the bottom. Tap Sign Out.
- 4. Tap Sign in to your iPad.

ettings	About
is iPad is supervised and managed by Goon Enterprises	Software Upd
Sign in to your iPad	AirDrop
Set up iCloud, the App Store, and more.	AirPlay & Han
Airplane Mode	iPad Storage
Wi-Fi   Higher_Ground	Background A
Bluetooth On	
	Date & Time
Notifications	Keyboard
Sounds	Trackpad
C Focus	Fonts
Screen Time	Language & R
	Dictionary
🚱 General	
Control Center	VPN & Device
Display & Brightness	

General	
About	>
Software Update	>
AirDrop	>
AirPlay & Handoff	>
iPad Storage	>
Background App Refresh	>
Date & Time	>
Keyboard	>
Trackpad	>
Fonts	>
Language & Region	>
Dictionary	>
VPN & Device Management	>



- 5. Enter your new Apple ID email.
- 6. Tap Continue.

1		
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ged perv		
	Apple ID	
Apr.	Sign in with an email or phone number to use iCloud, the App Store, Messages, or other Apple services.	
	jappleseedless2024@gmail.com	<b>—</b> 5
	Don't have an Apple ID?	
	Forgot Password?	
	Your Apple ID information is used to enable Apple services when you sign in, including iCloud Backup, which automatically backs up the data on your device in case you need to replace or restore it. Your device serial number may be used to check eligibility for service offres. See how your deta is managed.	
	Continue	- 6

7 Enter your password for your Apple ID.

- 8. Select Continue.
- 9. You will be sent a verification code,
- 10. Enter the Verification Code.
- 11. Enter the iPad passcode.
- 12. Select Continue.
- 13. You will be asked "Do you want to merge Safari with iCloud?" You can choose Merge if new content exists. We recommend selecting Don't Merge.

Merge wi	th iCloud?
Your Freeform of	n this iPad will be
uploaded and m	erged with iCloud.
Merge	Don't Merge



- 14. If locations services are on, you will be asked "Allow Find My iPad to use the location of this iPad?" We recommend selecting Allow.
- 15. Enter the iPad passcode to allow Find My iPad.
- 16. Select Ok.
- 17. You are now logged in with your new Apple ID email and all your content is the same.

AM Tue Jan 9			<b>ul                                    </b>
		Apple ID	
ettings iPad is supervised and mana ning Group LLC. Learn more a ervision	aged by InstructUs about device		
JA John Applese Apple ID, iCloud, Mer	eed dia & Purchases	jappleseedless2024@gmail.com	
		Personal Information	
Airplane Mode		🕥 Sign-In & Security	
Wi-Fi	HCS-WiFi	Payment & Shipping	
Bluetooth	On	(d) Subscriptions	
V Cellular Data		_	
		iCloud	5 GB
Notifications		🙏 Media & Purchases	
Sounds		Find My	
Focus		Family Sharing	Set Up
Screen Time			
		iPad This iPad Pro	
General			



## Section 3: Log in with the updated Apple ID on Mac

After you have changed your Apple ID email account, you will need to logout of the original Apple ID email account and login with the new. The following instructions shows you how to do this on a Mac.

1. Open System Settings or System Preferences.



- 2. Select your name at the top of System Settings/Preferences.
- 3. Scroll down to the bottom. Select Sign Out.





- 4. Select Sign in to your Apple ID on your Mac.
- 5. Enter your new Apple ID email.
- 6. Select Continue.



- 7. Enter your password for your Apple ID.
- 8. Select Continue.

•••	< > Sign in
Q Search	
Sign in with your Apple ID	
Software Update Available 1	💰 🗉 🕺
🛜 Wi-Fi	
🛞 Bluetooth	
🛞 Network	One account for everything Apple.
Notifications	Sign in to securely access your personal data stored in
ໜ Sound	this Mac.
C Focus	
🔀 Screen Time	Email or Phone Number jappleseedless2024@gmail.com
🛞 General	Password7
O Appearance	Continue 8
🔞 Accessibility	
Control Center	This Mac will be associated with your Apple ID and data such as photos, contacts, and documents will be stored in iCloud so you can access them on other devices.
💽 Siri & Spotlight	See how your data is managed
🖐 Privacy & Security	Forgot Password Don't Have an Account? ?
🔳 Desktop & Dock	



9. Select a way to receive the verification code.10. Click Continue. You will be sent a verification code.

•••	< > Sign in	
Q Search		
Sign in with your Apple ID		
Software Update Available 1	🔬 🗉 🦓	
ᅙ Wi-Fi		
🛞 Bluetooth	****	
🛞 Network	A verification code is required.	
Notifications		
Sound	Send verification code to:	o
C Focus	Call (···) ·····43	— 9
Screen Time	Don't have access to any of these numbers?	
🛞 General		
O Appearance	Cancel Continue	<u> </u>
() Accessibility		

11. Enter the Verification Code.



- 12. Enter the Mac password.
- 13. Click Continue.





14. You will be asked "Do you want to merge Safari with iCloud?" You can choose Merge if new content exists. We recommend selecting Don't Merge.



15. If locations services are on, you will be asked "Allow Find My Mac to use the location of this Mac?" We recommend to Allow.



- 16. Enter the Mac login password to allow Find My Mac.
- 17. Select Ok.



18. You are now logged in with your new Apple ID email and all your content is the same.





# Section 4: Log in with the updated Apple ID on Apple TV

After you have changed your Apple ID email account, you will need to logout of the original Apple ID email account and login with the new. The following instructions shows you how to do this on an Apple TV.

1. On your Apple TV, select Settings.



2. Select Users and Accounts.

Settings		
	General	
	Users and Accounts	>
	Video and Audio	>
	Notifications	
	AirPlay and HomeKit	
	Remotes and Devices	
	Accessibility	
	Apps	
	Network	
	System	
	Sleep Now	



3. Select the Default User.

Users and Ac	counts		
	DEFAULT USER		
	John Appleseed	>	
	ADDITIONAL USERS		
	Add New User		
	APPLE TV ACCOUNTS		
	TV Provider	Verizon Fios >	
	Home Sharing		
In addition to this user's media, Up Next, and Game Center, the default user's iCloud account is used for Photos, Sign in with Apple, One Home Screen, and HomeKit.			

- 4. Scroll down to Remove User from Apple TV.
- 5. Select Remove User from Apple TV.

John Apple	seed	
	Shared with You	
	REQUIRE PASSWORD	
	Purchases	
	Free Downloads	
	MANAGE	
	Edit User Name for Apple TV	
	For All of You	Show
	Subscriptions	
Sign the default user out of this Apple TV, removing their media, Game Center account, and the iCloud account used for Photos, Sign	See how your data is managed	>
in with Apple, One Home Screen, and HomeKit.	Remove User from Apple TV	



#### 6. Select Remove.

Remove	Default User
Are you sure you wa user John from th remove their media and the iCloud ac Sign in with Apple, Ho	Int to remove the default is Apple TV? This will , Game Center account, count used for Photos, One Home Screen, and meKit.
Your Apple TV wo and HomeKit until	n't connect with iCloud you add a new default user.
Cancel	Remove

- 7. Confirm you are back at the Sign in Page.
- 8. You can choose Sign in with iPhone if you are already signed in on your iPhone. We chose Sign in Manually.



9. Select Enter New.

	Previously-Used	l Emails
Selec new c	et a previously-used email one. To remove one, go to 3	l address or enter a Settings > General.
	jappleseed@	om
	Enter New	·



10. Enter your new Apple ID email address. Select Continue.

Apple ID Sign in Requested
If you have an Apple ID, enter it here. If you don't, or forgot your Apple ID or password, go to appleid.apple.com.
Email or Phone Number
🖙 🖙 🕫 🕫 stuvwxyz 🛛
1 2 3 4 5 6 7 8 9 0 @ .com .net .edu
ABC abc #+=
Continue

11. Enter your Apple ID Password. Select Sign In.

	E	Apple Inter the password for	ID Password "jappleseedless2024@gm	ail.com".	
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SPACE a b	c d e f 1 2 3 4	ghijk 56789(	m n o p q ı 0 ! @ #	stuvwx \$%^&*	yz 🛛
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			Sign In		



12. You are now signed in with your new Apple ID with the same content.





# Section 5: Log in with the updated Apple ID on Apple Watch

You may find the Apple ID automatically updates on your watch. You can check in your watch Settings. You can test that the Apple ID has updated with your iPhone to see the content is still syncing to your watch. If the Apple ID didn't update, we recommend that you backup your watch and pair the watch with your new Apple ID. You also have the option to change your Apple ID email right on the watch. We do not recommend taking that route though we show you how here.

1. On your Apple Watch, Press the Crown



3. Tap your Name.



5. Tap Primary Apple ID.



- 7. A verification code will be sent to this address.
- 8. Enter the code on the Apple Watch.

2. Scroll to Settings. Tap Settings.



4. Scroll down to Sign-In & Security. Tap Sign-in & Security.



6. Enter the new Primary Apple ID. Tap Done.





#### Section 6: Recommendations

#### Legacy Contact

A Legacy Contact is someone you choose to have access to the data in your Apple account after your death. Your Legacy Contact can be anyone you choose, and you can designate more than one Legacy Contact. They don't even need an Apple ID or an Apple device. To file an access request after you pass away, they'll just need:

- The access key that you generate when you choose them as your contact
- Your death certificate

For more information, please go to:

https://support.apple.com/en-us/HT212360

#### Account Recovery

If you lose access to your account, a recovery method can help you get your account and data back. Your device passcodes can be used to recover end-to-end encrypted data. If you forget your passcodes, you'll need a recovery contact or recovery key.

For more information, please go to:

https://support.apple.com/en-us/HT212513

encrypt	ed data. If you forg y key.	get your passcodes, you'll	need a recovery contact or
Recov	ery Contact:		
A recov your dat	ery contact can ge ta back.	enerate a code from their A	pple device to help you get
<b>S</b>	Danielle Request Sent		Details
	Eugene Not Available		Details
+			
•			
Recov	ery Key: Off		Manage
A recovi to recov	ery key is a 28-cha er your data if you	aracter code that you keep I lose access to your accou	) in a safe place. You can use it unt.
Accou	nt Recovery Fo	r:	
	euç	.com	Details