



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://hconline.com/images/PDFs/ABM_Federation.pdf
- How to Resolve Managed Apple ID Conflicts
https://hconline.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.

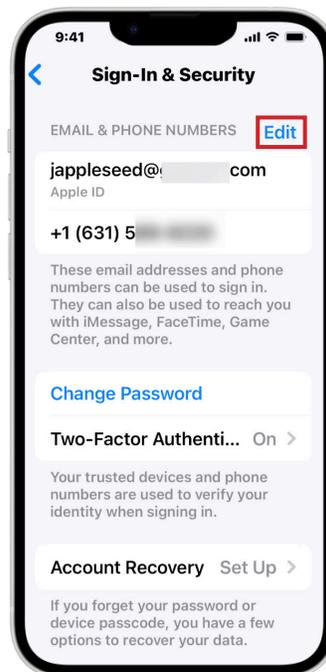
1. On your iPhone, open Settings and tap your name at the top.



2. Tap Sign-In & Security.



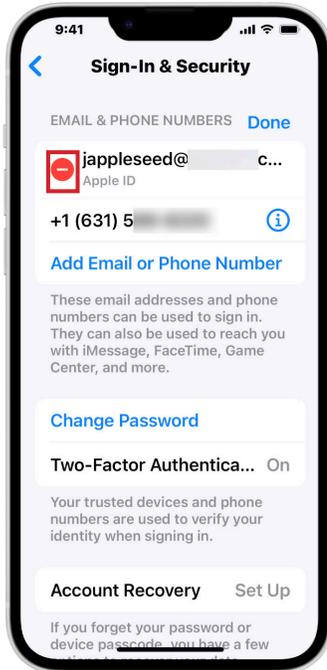
3. Tap Edit next to Email & Phone Numbers.





Changing the email address associated with an Apple ID

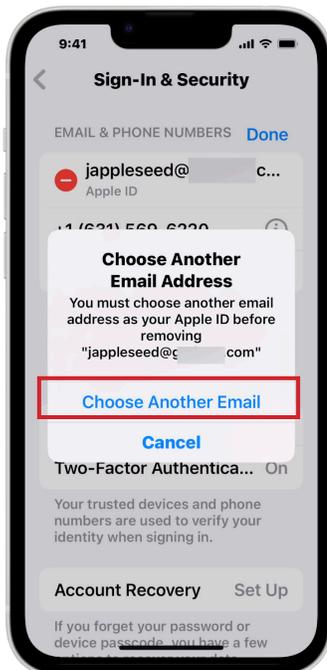
4. Tap Remove (⊖).



5. Tap Delete.



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

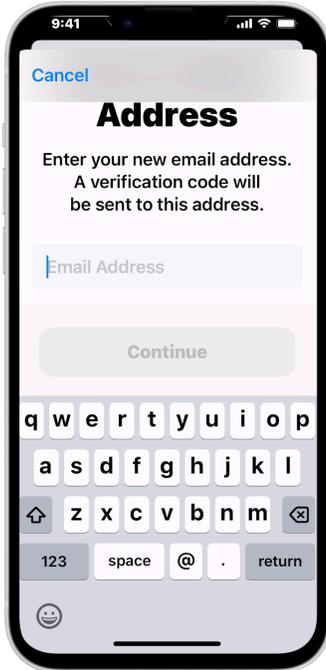


7. You may be asked to enter your current device passcode.

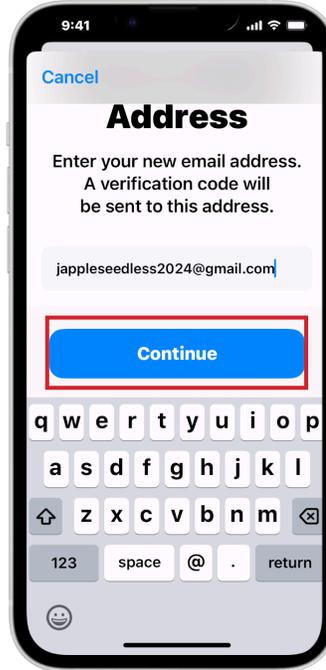




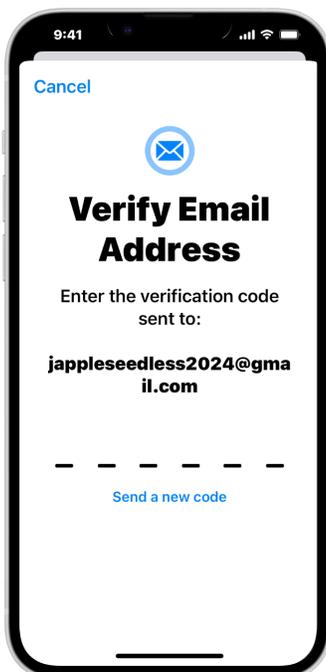
8. Enter the new email address to be used as your Apple ID email.



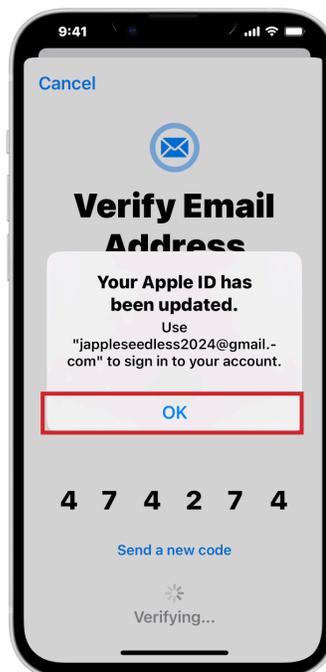
9. Tap Continue.



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.





Changing the email address associated with an Apple ID

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



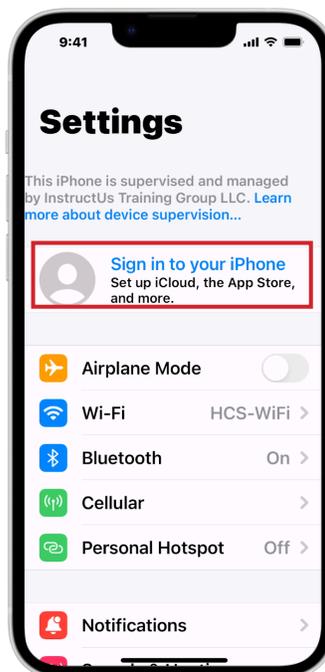
13. Confirm a message appears asking to add your new Apple ID email to iMessage and FaceTime. Tap Yes if you want to use this new email as your Apple ID for these Apple services.



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



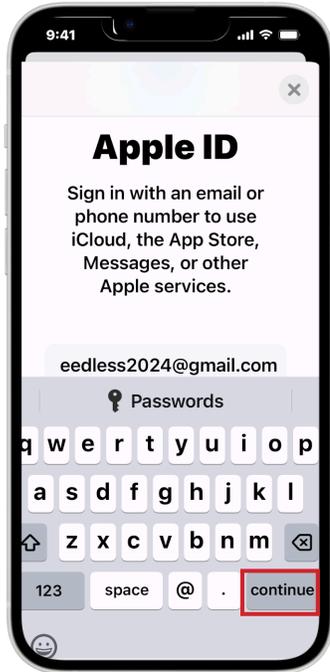
15. Tap Sign in to your iPhone to setup iCloud.





Changing the email address associated with an Apple ID

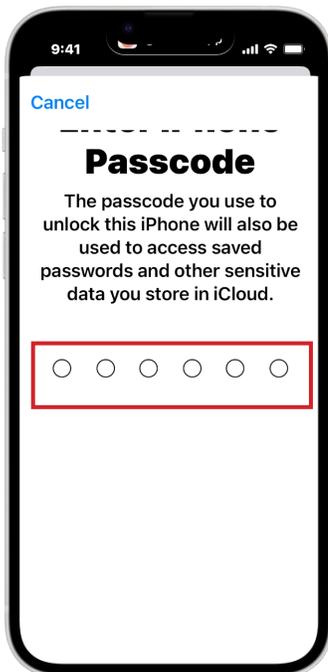
16. Enter your new Apple ID email.
17. Tap Continue.



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



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





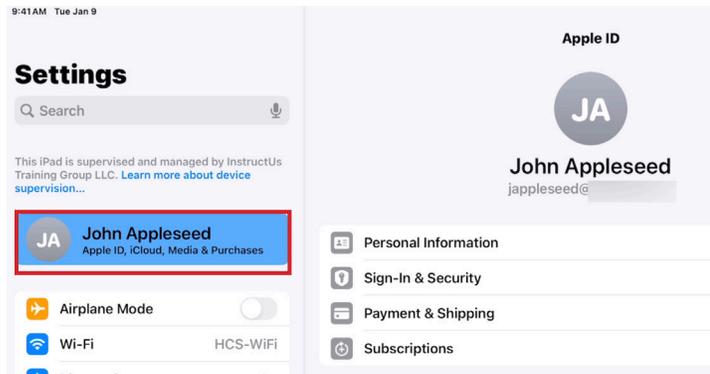
Section 2: Log in with the updated Apple ID on iPad

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

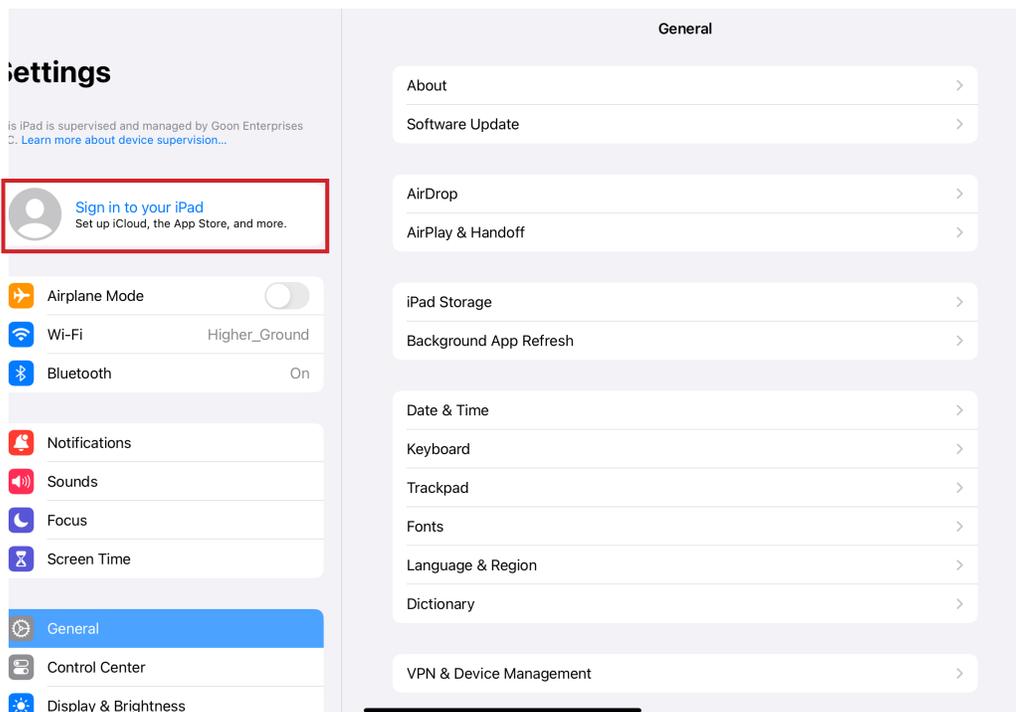


2. Tap on your name at the top.



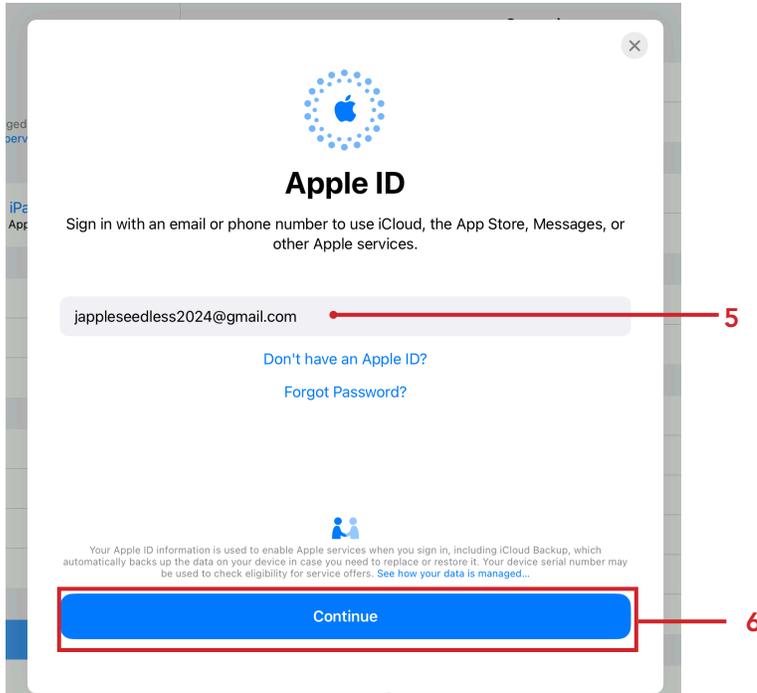
3. Scroll down to the bottom. Tap Sign Out.

4. Tap Sign in to your iPad.

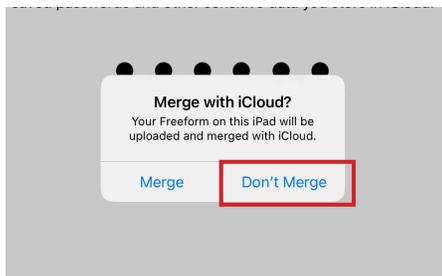




5. Enter your new Apple ID email.
6. Tap Continue.

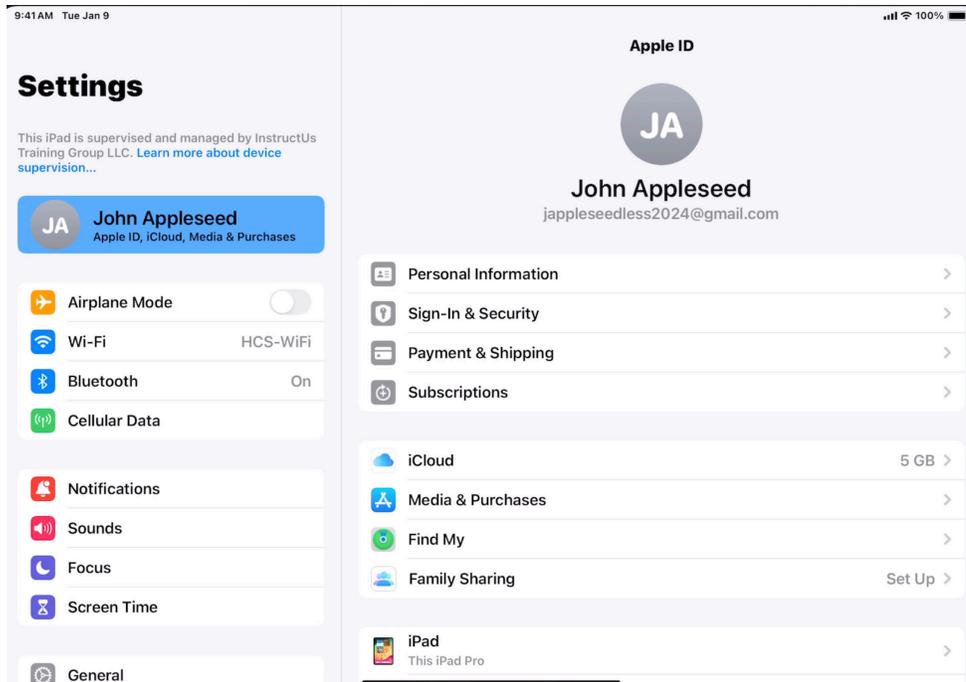


- 7 Enter your password for your Apple ID.
8. Select Continue.
9. You will be sent a verification code,
10. Enter the Verification Code.
11. Enter the iPad passcode.
12. Select Continue.
13. You will be asked "Do you want to merge Safari with iCloud?" You can choose Merge if new content exists. We recommend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





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.





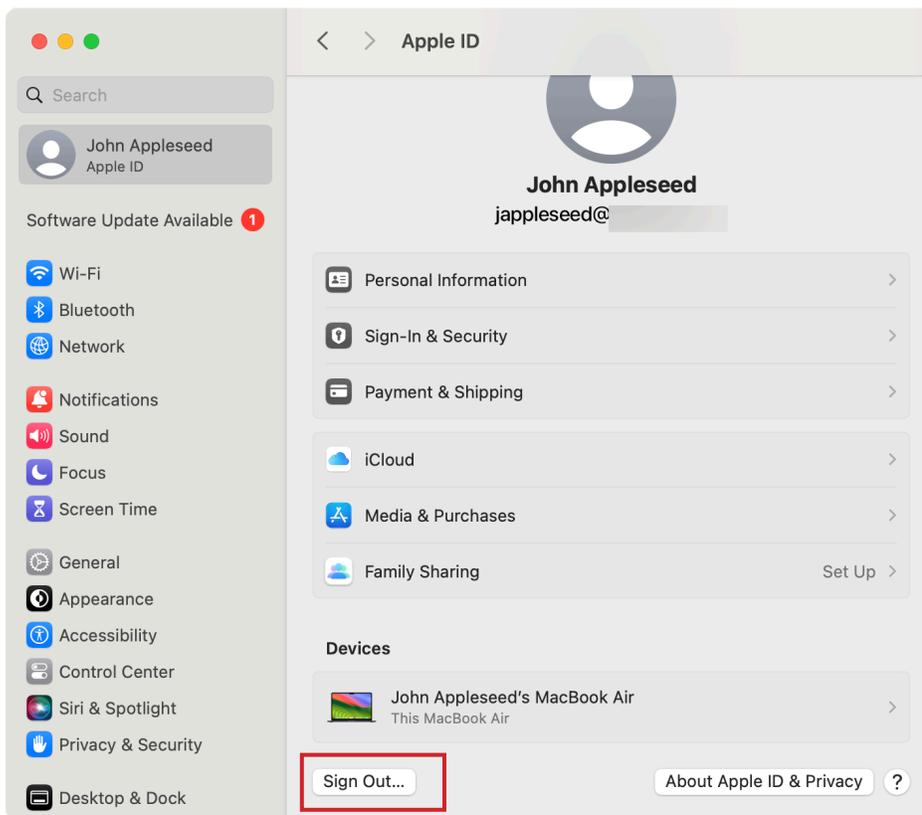
Section 3: Log in with the updated Apple ID on Mac

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.

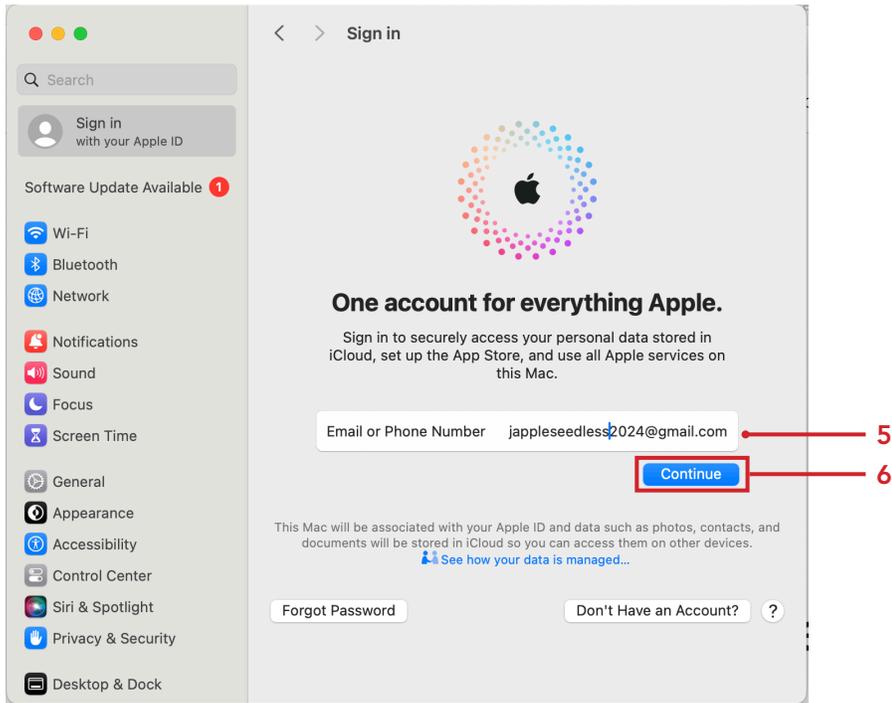


2. Select your name at the top of System Settings/Preferences.
3. Scroll down to the bottom. Select Sign Out.

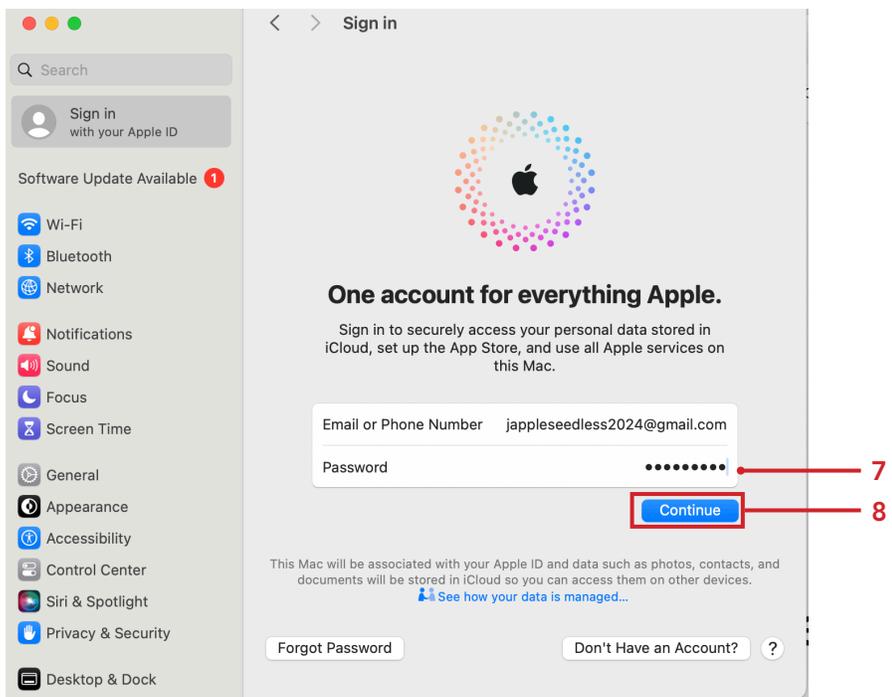




4. Select Sign in to your Apple ID on your Mac.
5. Enter your new Apple ID email.
6. Select Continue.

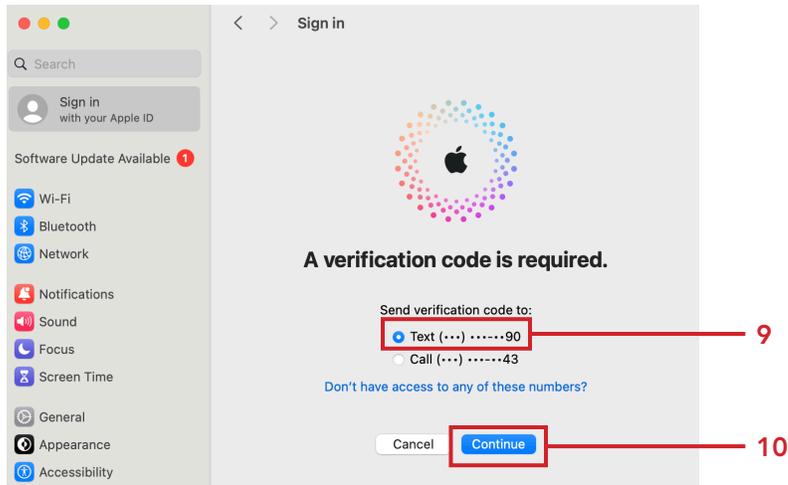


7. Enter your password for your Apple ID.
8. Select Continue.

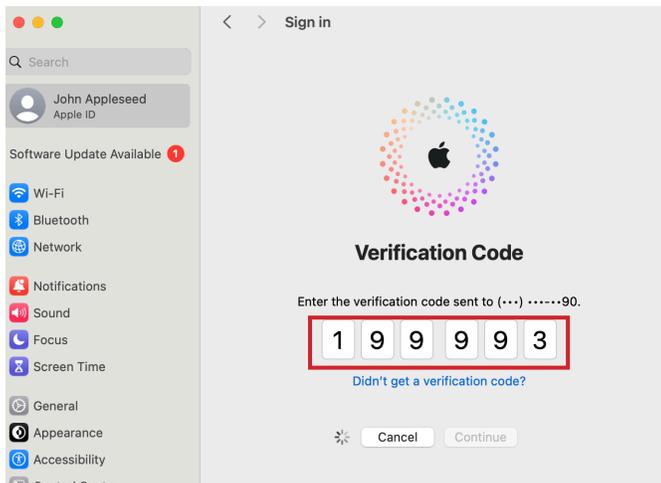




- 9. Select a way to receive the verification code.
- 10. Click Continue. You will be sent a verification code.



- 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.

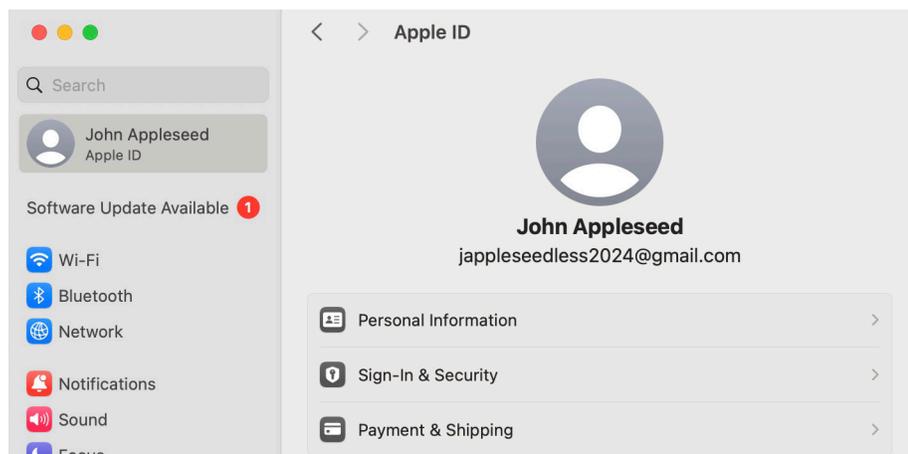


16. Enter the Mac login password to allow Find My Mac.

17. Select Ok.



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

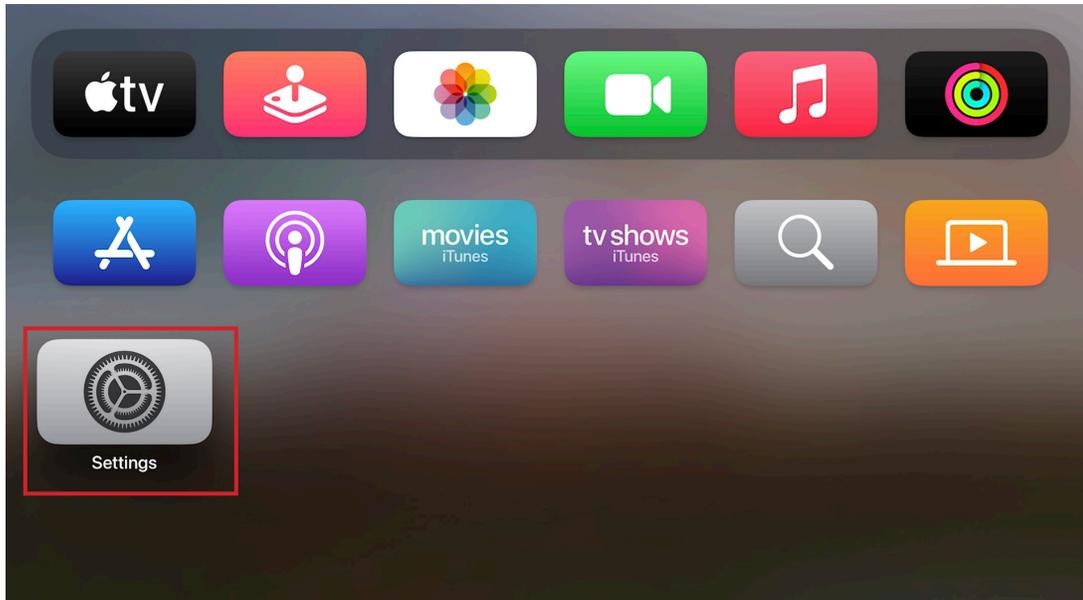




Section 4: Log in with the updated Apple ID on Apple TV

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.





3. Select the Default User.



4. Scroll down to Remove User from Apple TV.

5. Select Remove User from Apple TV.



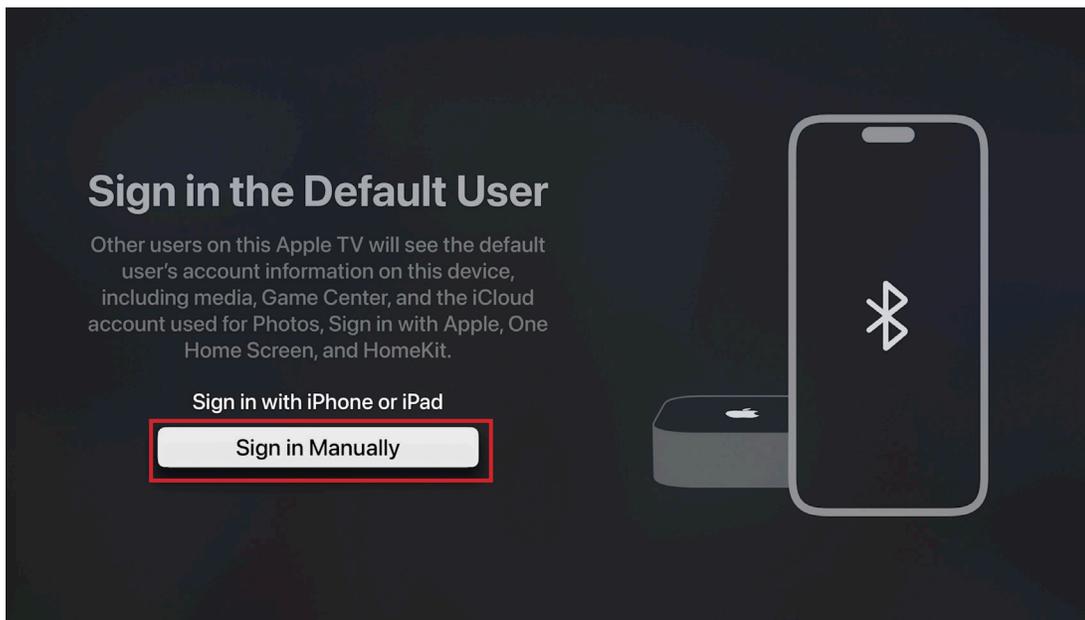


6. Select Remove.

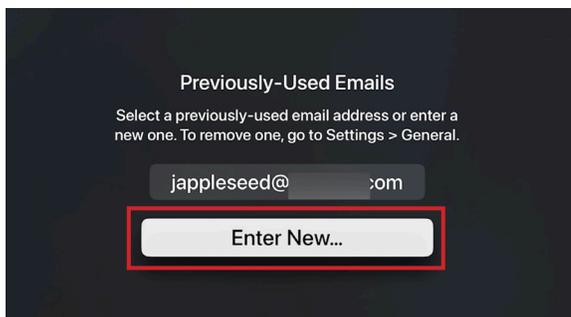


7. Confirm you are back at the Sign in Page.

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.





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

The screenshot shows the 'Apple ID Sign in Requested' screen. At the top, the title 'Apple ID Sign in Requested' is displayed in white. Below it, a subtitle reads: '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.' The main input area is a dark grey field with the placeholder text 'Email or Phone Number'. Below the input field is a virtual keyboard with a 'SPACE' key, a highlighted 'a' key, and keys for letters 'b' through 'z'. A second row of keys includes numbers '1' through '0', a period, hyphen, underscore, at-sign, and domain suffixes '.com', '.net', and '.edu'. A third row has 'ABC', 'abc', and '#+='. At the bottom center, a 'Continue' button is highlighted with a red rectangular border.

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

The screenshot shows the 'Apple ID Password' screen. At the top, the title 'Apple ID Password' is displayed in white. Below it, a subtitle reads: 'Enter the password for "jappleseedless2024@gmail.com".' The main input area is a dark grey field with a password mask consisting of ten white dots. Below the input field is a virtual keyboard with a 'SPACE' key, a highlighted 'a' key, and keys for letters 'b' through 'z'. A second row of keys includes numbers '1' through '0', a period, hyphen, underscore, exclamation point, at-sign, hash, dollar sign, percent sign, caret, ampersand, and asterisk. A third row has 'ABC', 'abc', and '#+='. At the bottom center, a 'Sign In' button is highlighted with a red rectangular border.



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



2. Scroll to Settings. Tap Settings.



3. Tap your Name.



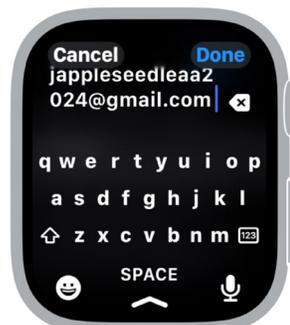
4. Scroll down to Sign-In & Security. Tap Sign-in & Security.



5. Tap Primary Apple ID.



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



7. A verification code will be sent to this address.

8. Enter the code on the Apple Watch.



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>

