

 Business

 School

How to Resolve Managed Apple Account Conflicts



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What's the Difference between a personal (unmanaged) Apple Account and a Managed Apple Account?

A user can have two types of Apple Accounts: a Managed Apple Account and a personal (unmanaged) Apple Account. A Managed Apple Account is owned and managed by an organization. This provides access to iCloud for collaboration with iWork and backup for iPhone and iPad devices. Apple Business makes it easy for organizations to create and manage these accounts at scale. A personal Apple Account is used to access personal data such as Photos, iMessages, and other personal iCloud data when signed in to a personal device.

If a user with a Managed Apple Account forgets their password, the user must contact any user with the role of Administrator or People Manager to reset the password. A personal (unmanaged) Apple Account has to go through Apple's process of resetting the password.

Can Managed Apple Accounts work with Google Workspace or Microsoft Entra ID?

Yes they can! In Apple Business, you will need to use federated authentication to link Google Workspace or Microsoft Entra ID with Apple Business. After setup, your users can leverage their Google Workspace or Entra ID user names (User Principal Name) and passwords as Managed Apple Accounts. Users can then use those credentials to sign in to their assigned iPhone, iPad, or Mac and even to iCloud on the web.

The minimum requirements for:

- Google Workspace: iOS 15.5, iPadOS 15.5, MacOS 12.4
- Microsoft Entra ID: iOS 11.3, iPadOS 13.1, MacOS 10.13.4

What happens if a user is using a personal (unmanaged) Apple Account with our domain name?

When you configure federated authentication, Apple Business checks whether your domain name is already part of any existing Apple Accounts:

- Personal Apple Accounts: If someone else is using an Apple Account that contains the domain you want to use, that Apple Account user name can be reclaimed from the user so you can use it.
- Managed Apple Accounts: If a different organization has Managed Apple Accounts in the domain that you want to use, Apple will investigate who owns the domain and notify you when the investigation is complete. If more than one organization has a valid claim to the domain, no organization can federate it.

In this guide, from the users perspective, we will show

- How to resolve an Apple Account for Your Domain
- What the user will see when signing into a Managed Apple Account on a Mac



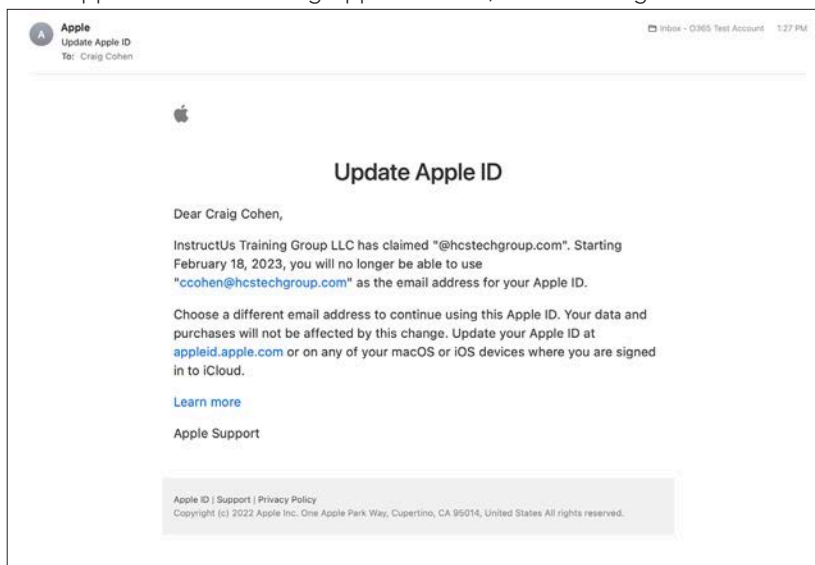
Section 1: Resolve a conflicting Apple Account

After a domain is successfully verified and federated, Apple searches through all existing Apple Accounts to find one that uses that specific domain name. If one is found, Apple Business lets you notify that person and any device connected to their iCloud account to update their personal (unmanaged) Apple Account so you can use it for your organization. The user or organization will need to update their username but they do not need to change their password. All of their data and purchases will remain as well.

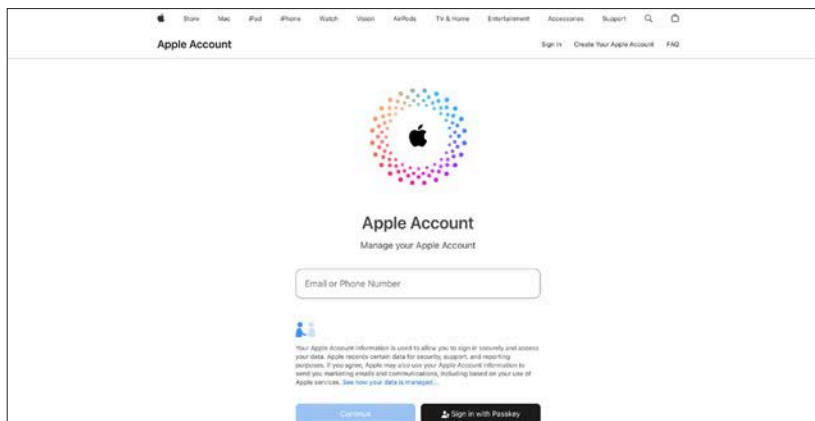
Apple will identify users whose personal (unmanaged) Apple Account contains the domain name you've registered. Those users receive an email and a notification telling them they must rename their personal (unmanaged) Apple Account. If they've not renamed their personal (unmanaged) Apple Account yet, they keep receiving notifications and emails, with one final mail message at 60 days. After 60 days, the user's personal Apple Account is automatically renamed to a temporary user name, and the original user name is released and claimed by your organization.

The Apple Account changes to a temporary username that includes @temporary.appleid.com. For example, john@example.edu changes to john-example.edu@temporary.appleid.com. To update the Apple Account after the requested time period, sign in with the temporary Apple Account username.

1. When Apple finds a conflicting Apple Account, the user will get an email.



2. In a web browser, go to <https://account.apple.com/sign-in>
3. Log in with the conflicting Apple Account.





4. The user will get a message that they need to update their Apple Account. Enter an email address.

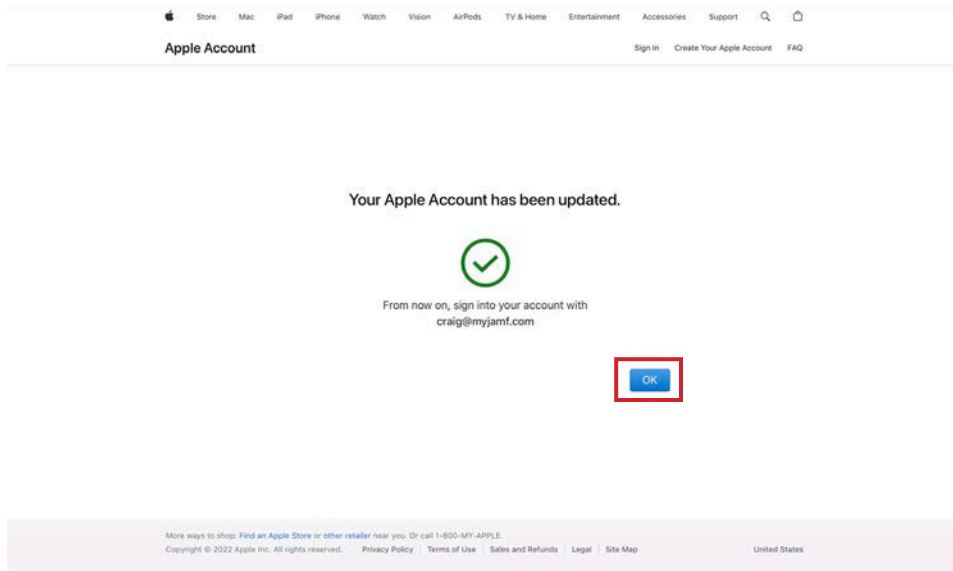
NOTE: The user will need to enter an Apple Account that has access to email.

5. Click Continue.

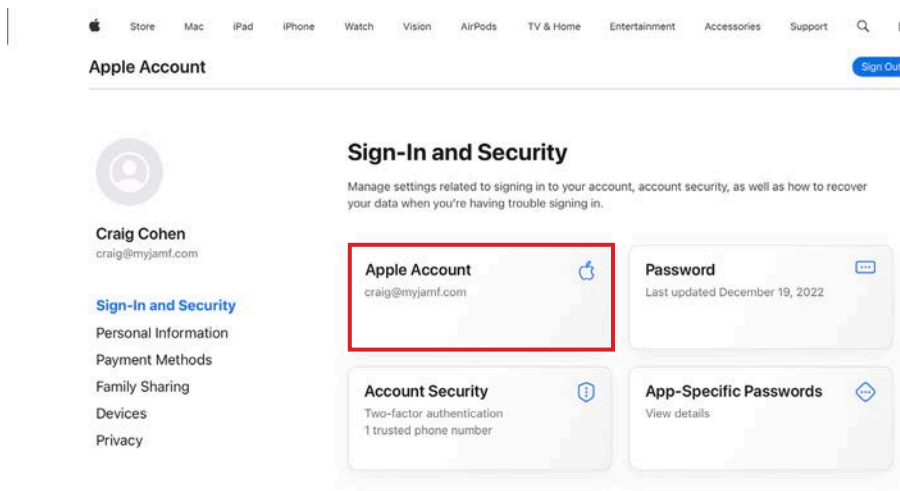
6. An email will be sent to the new Apple Account with a verification code.



7. Enter the verification code and click Continue.
8. Confirm the Apple Account has been updated.
9. Click OK.



10. Confirm you can access your account with the new Apple Account.





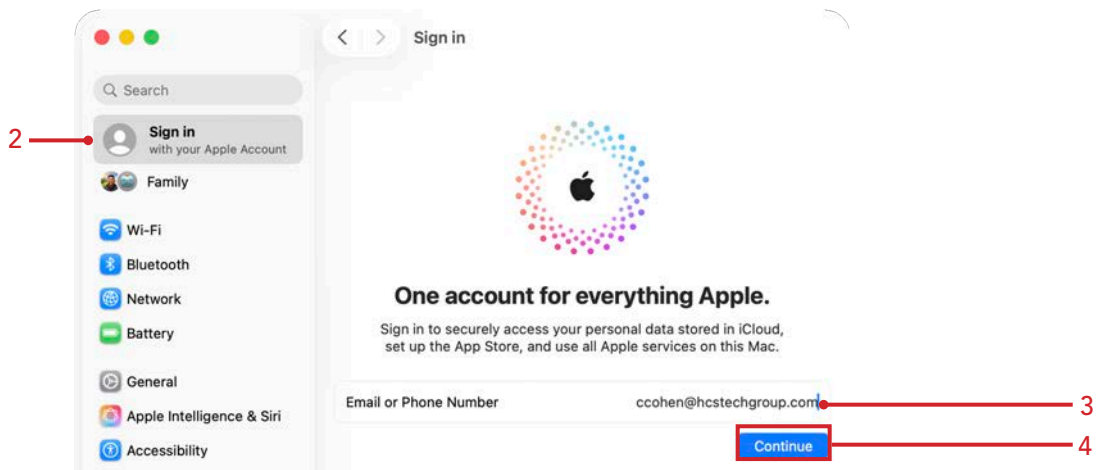
Section 2: Log in with Managed Apple Account - macOS

After an Apple Account has been federated or reclaimed, the user may log in to their Macs with their Apple Account using their account credentials.

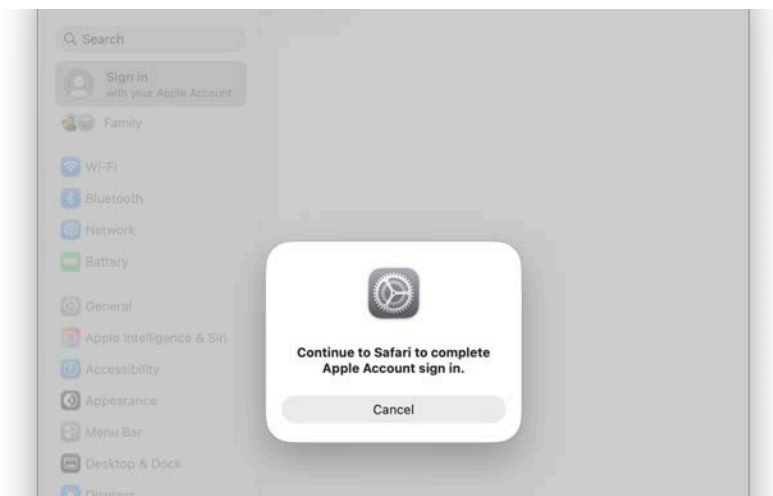
1. On a Mac, open System Settings.



2. Click Sign in.
3. Enter the Managed Apple Account.
4. Click Continue.

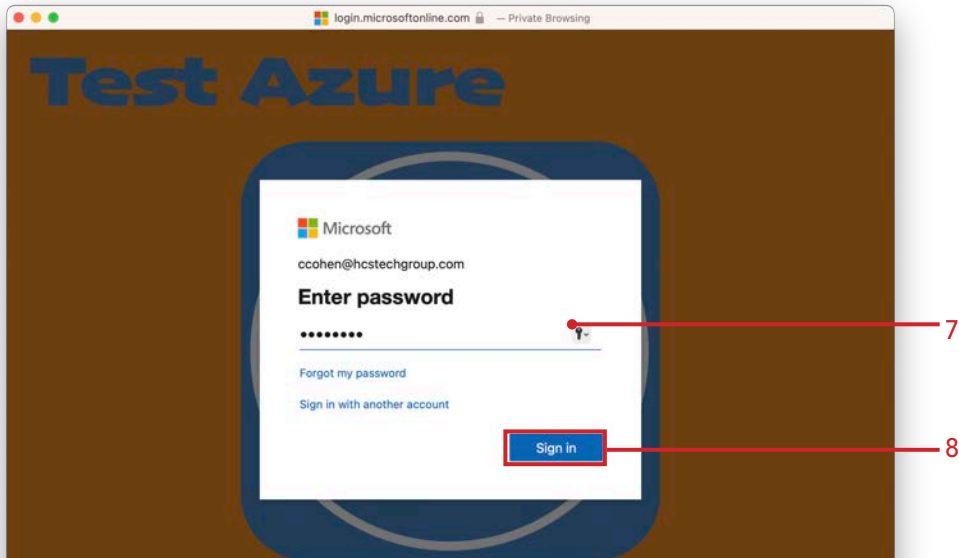


5. Confirm a message appears stating it will continue in Safari or your default web browser to complete the sign in.

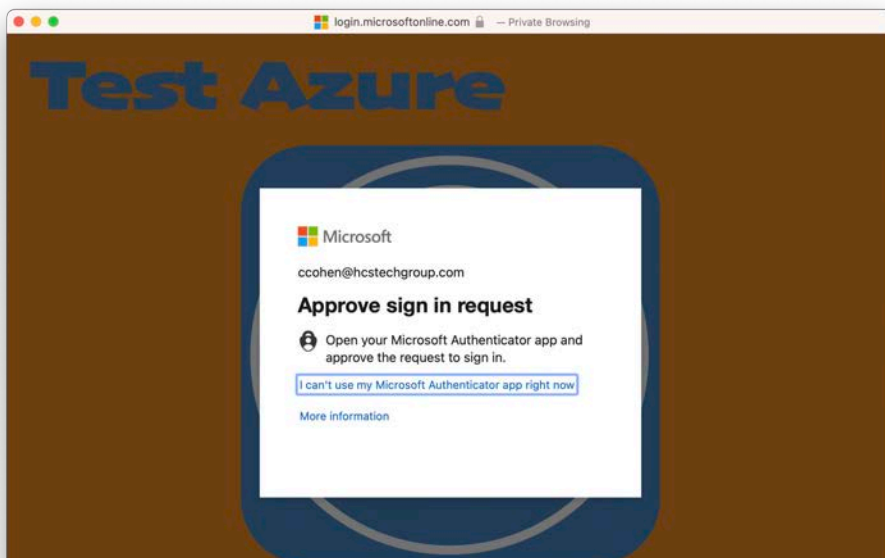




7. A web browser will launch asking you to login into a directory account. Enter the account password.
8. Click Sign in.

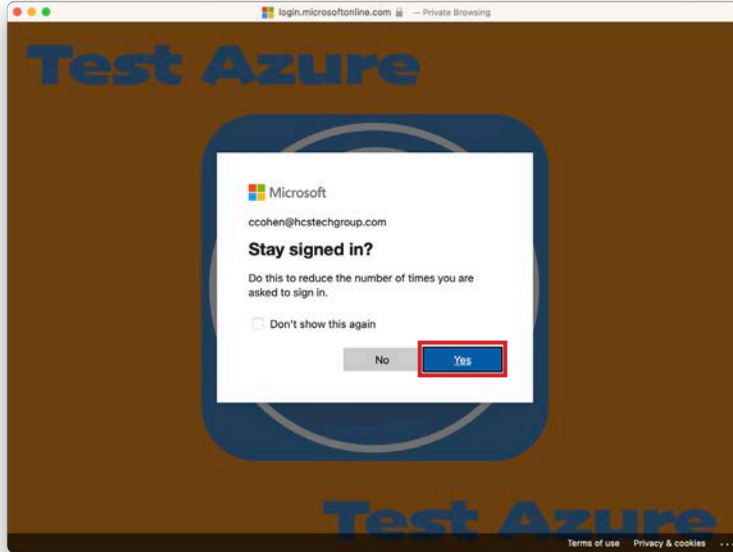


9. If the account is using multi-factor authentication, approve the login from another device.

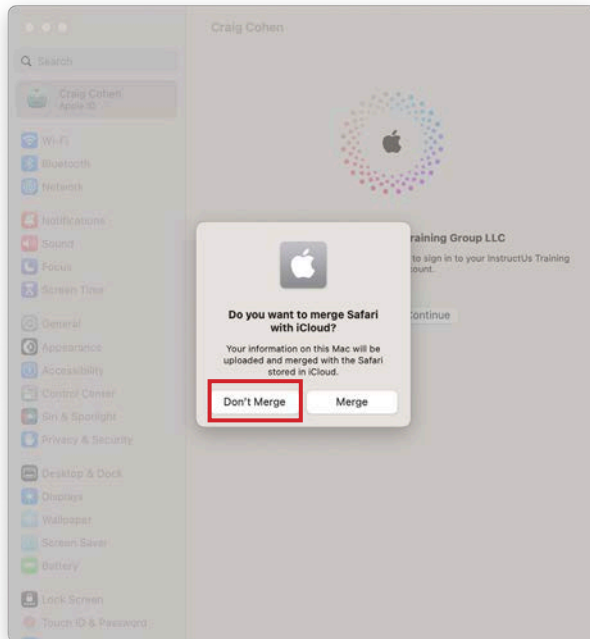




10. Click Yes.

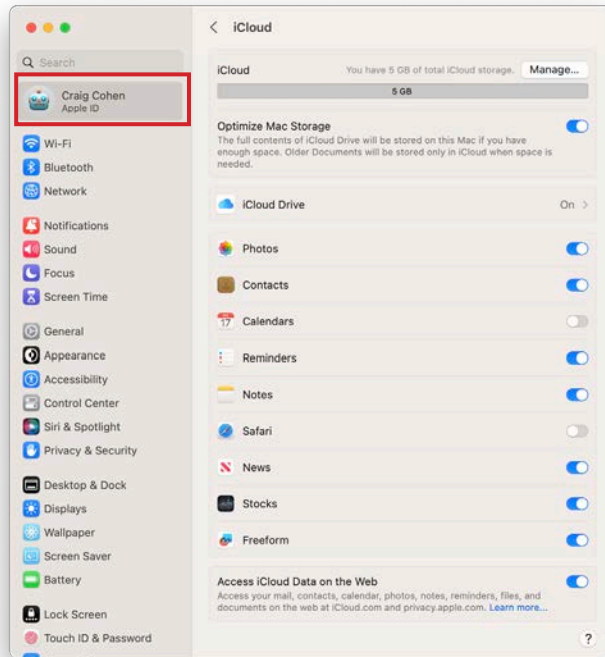


11. Click Don't Merge.





12. Confirm you have successfully logged in to your company's managed Apple Account.





Addendum: Managed Apple Account restrictions

The following shows what features a Managed Apple Account can or cannot use.

Services	Supported operating system	Description
Apple Pay	iOS, iPadOS, macOS	The user can't use Apple Pay.
Continuity	macOS	The user can access the following services: <ul style="list-style-type: none"> • Airdrop • Airplay • Auto Unlock • Continuity Camera • Continuity Markup & Sketch • Handoff • Personal Hotspot • iPhone Cellular Calls • iPhone Mirroring • Sidecar • Universal Clipboard • Universal Control
Enterprise services and programs	Web	Accounts with the role of Staff can't use the following: <ul style="list-style-type: none"> • Apple Push Notification Certificate web portal • AppleSeed for IT • Global Service Exchange (GSX)
Find My	iOS, iPadOS, macOS, Web	The app appears, but the user can't use it.
Home	iOS, iPadOS, macOS	The user can't add HomeKit devices to the Home app.
Journal	iOS, iPadOS, macOS	The app appears, but the user can't use it.
Media services	iOS, iPadOS, macOS, Web	The user can't access the following services: <ul style="list-style-type: none"> • Apple One • Apple Arcade • Apple Music • Apple Music radio • Apple Fitness+ • Apple News+ • Apple TV+
News Publisher	macOS, Web	The user can't use News Publisher to manage channels in Apple News.
Specific iCloud features	iOS, iPadOS, macOS, Web	The user can't access the following services: <ul style="list-style-type: none"> • iCloud Mail • iCloud Family Sharing • iMessage (allow in iCloud) • iCloud+ services: (Private Relay, Hide My Email, Custom Email domain, Advanced Data Protection) • iCloud Keychain (although keychain items are saved and restored on Shared iPad devices). <p>Allows browsing but not purchasing, paid or free in:</p> <ul style="list-style-type: none"> • App Store • iTunes Store • Apple Books