



## Changing the Email Address Associated with an Apple Account



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## Preface

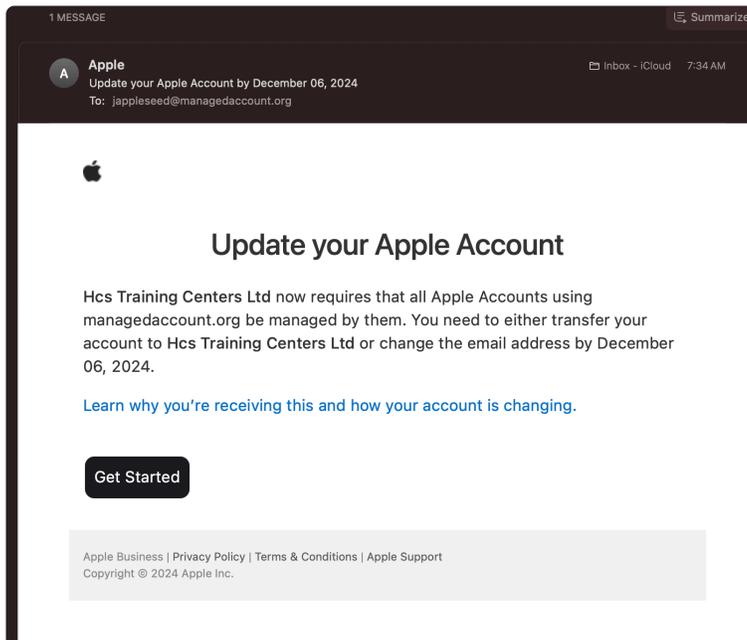
When your organization configures federated authentication, Domain Reclaim or Domain Lock, Apple Business Manager checks whether your domain name is already part of any existing Apple Accounts. The domain, or domain name (as it is also commonly known), is the name that designates the larger organization 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 in iCloud, or you may not have all the messages you had before the change of your Apple Account 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 proceeding.

## Scenario

A work email comes in and tells you to update your Apple Account because the company will be managing the Apple Account. You get in touch with your IT department and they verified that this is correct and you have up to 30 days to do so.





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. 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. Any purchases will have to go through Apple Business Manager.

#### **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 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 Manager.

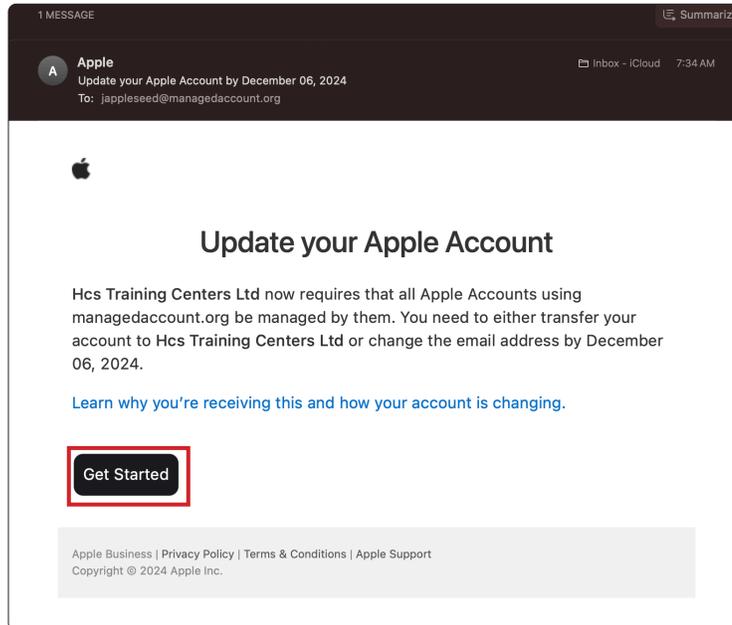
For more information, please refer to this Apple support article:

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

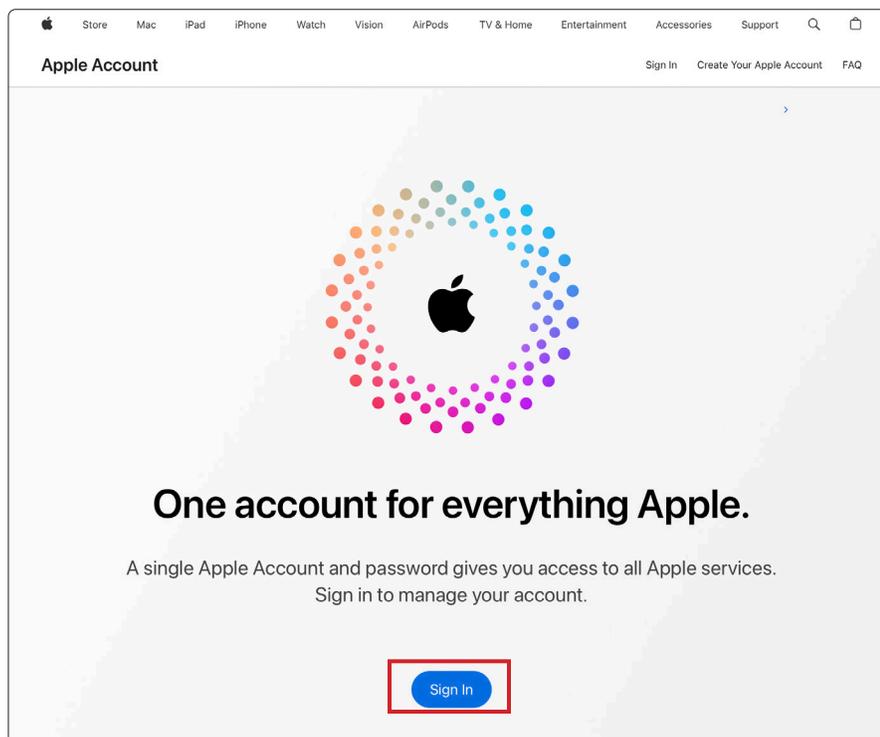


## Scenario 1: Keep the Apple Account as a Personal Account

1. From the email from Apple, click Get Started.



2. Click Sign-in.





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

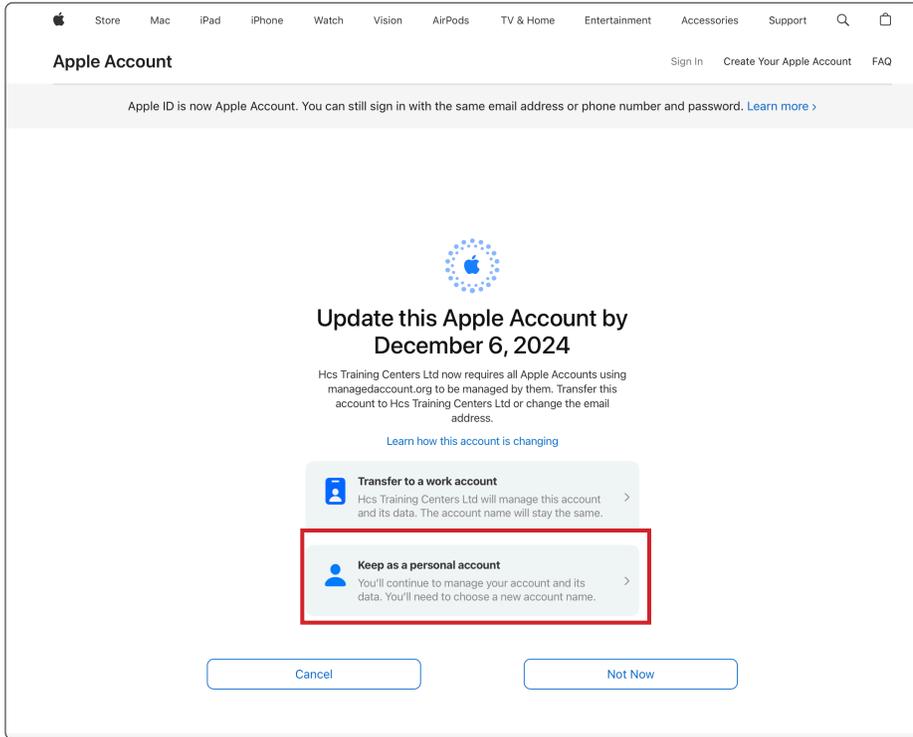
The screenshot shows the Apple Account sign-in page. At the top, there is a navigation bar with the Apple logo and links for Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, and Support. Below this is the 'Apple Account' header with 'Sign In', 'Create Your Apple Account', and 'FAQ' links. 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 and the text 'Apple Account' and 'Manage your Apple Account'. There are two input fields: 'Email or Phone Number' with the value 'jappleseed@managedaccount.org' and 'Password' with a masked password '.....'. Red lines with numbers '3' and '4' point to the email and password fields respectively. Below the fields is a 'Remember me' checkbox and a 'Forgot password?' link.

5. Enter the six-digit code from another device.

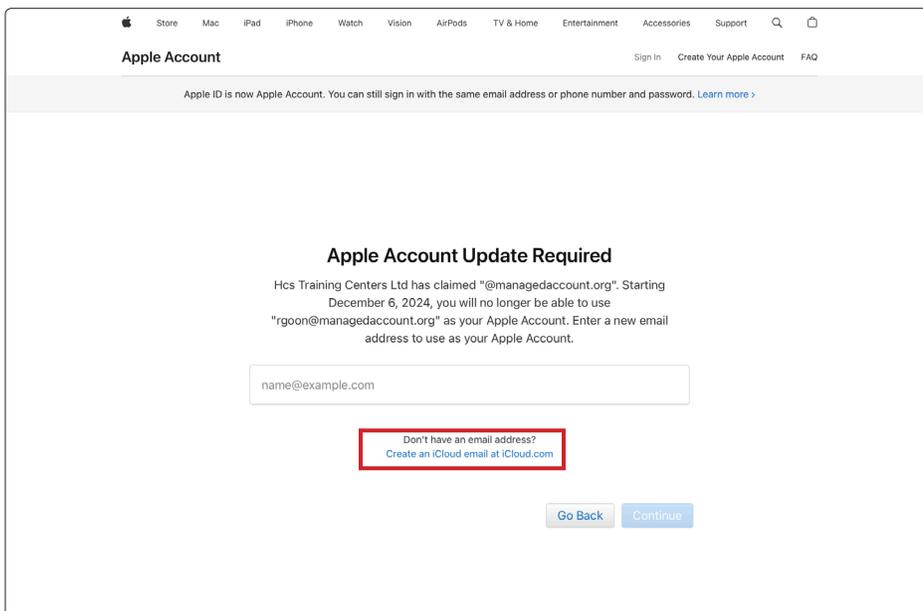
The screenshot shows the Two-Factor Authentication page. At the top, there is a navigation bar with the Apple logo and links for Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, and Support. Below this is the 'Apple Account' header with 'Sign In', 'Create Your Apple Account', and 'FAQ' links. 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' and a six-digit code input field. A blue tooltip with a speech bubble icon says 'Fill code From Messages'. Below the code field, there is a message: 'A verification code has been sent to (\*\*\*). Enter the code to continue.' and a link 'Didn't get a verification code?'. At the bottom right, there is a 'Sign In to your Apple Account' button.



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 keep the Apple Account as a personal 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. We are going to create an iCloud email. Click Create an iCloud email at iCloud.com



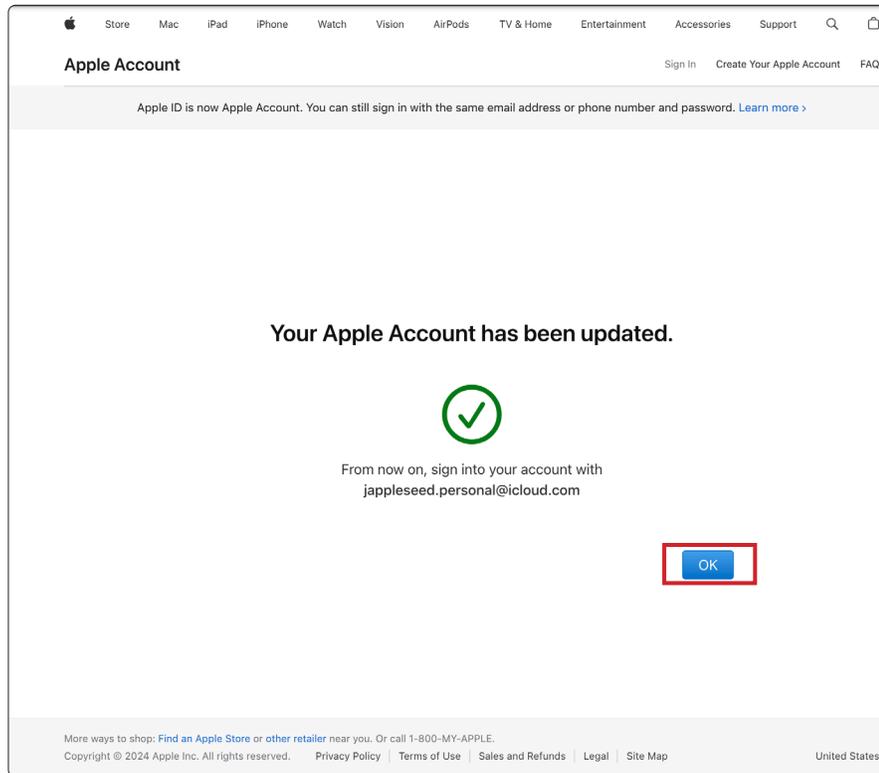


8. Enter an email address that ends with iCloud.com.
9. Click Continue.

A screenshot of the Apple Account creation page. The page has a white background with a grey header. The header contains the Apple logo, navigation links (Store, Mac, iPad, iPhone, Watch, Vision, AirPods, TV & Home, Entertainment, Accessories, Support), and utility links (Sign In, Create Your Apple Account, FAQ). Below the header, a grey banner reads "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 text "jappleseed.personal@icloud.com" entered. A red line with the number "8" points to 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 links for finding an Apple Store, privacy policy, terms of use, sales and refunds, legal, and site map, along with the text "United States".



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



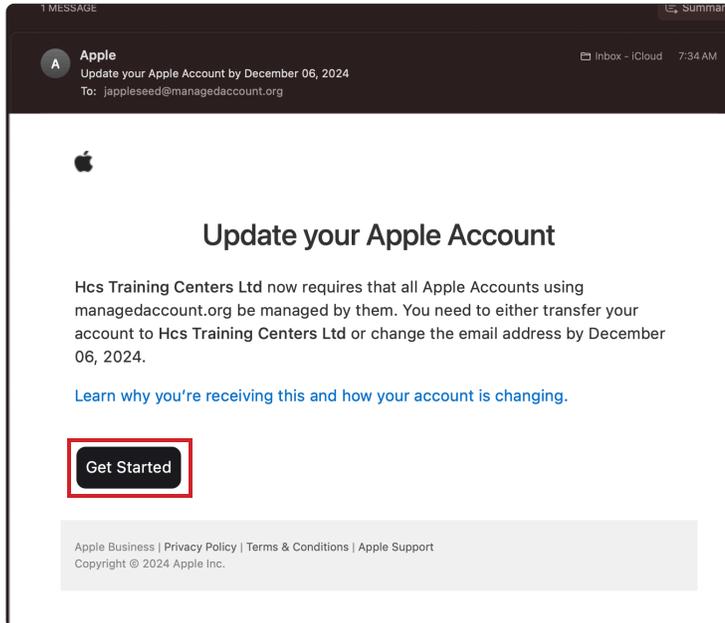
### What happens next?

- 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.

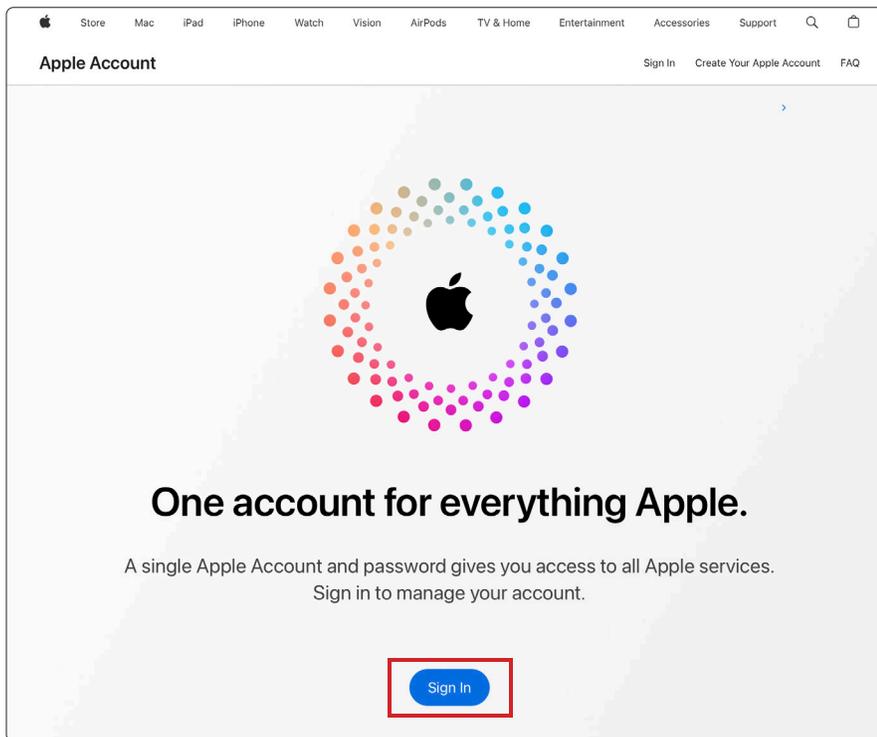


## Scenario 2: Transfer the Apple Account to a Work Account

1. From the email from Apple, click Get Started.

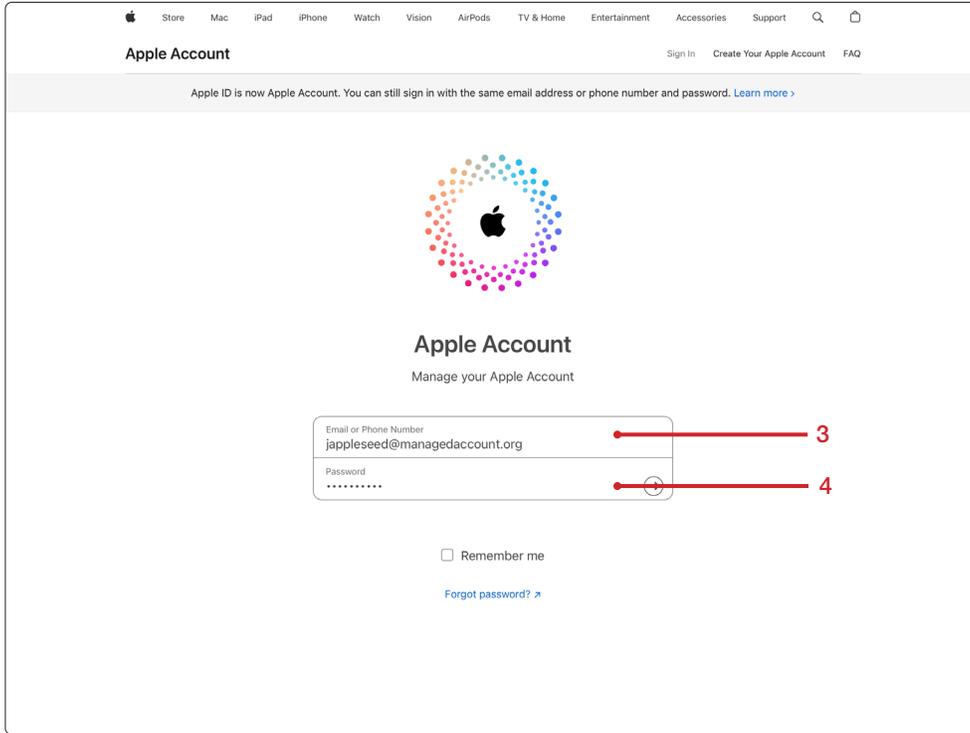


2. Click Sign-in.

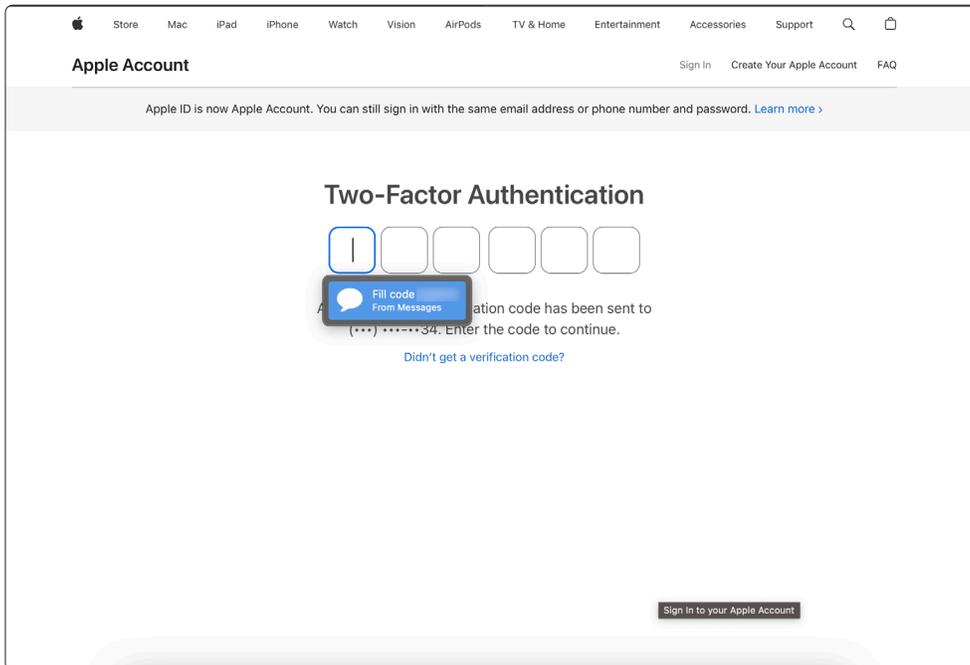




3. Enter the Apple Account email address. I.E. jappleseed@managedaccount.org
4. Enter the password for the account.

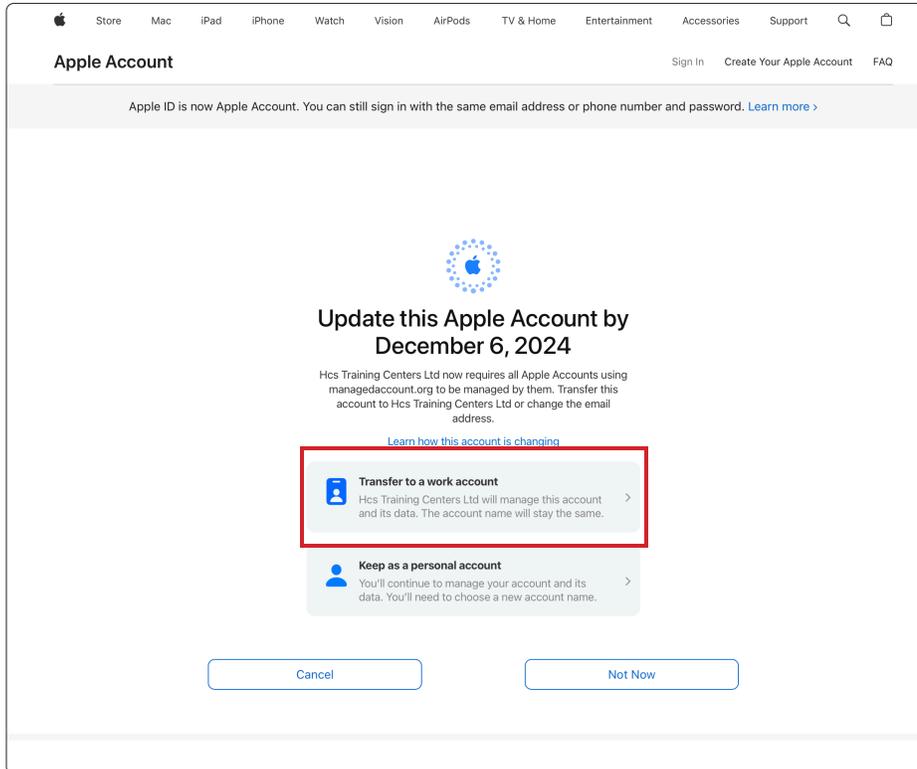


5. Enter the six-digit code from another device.





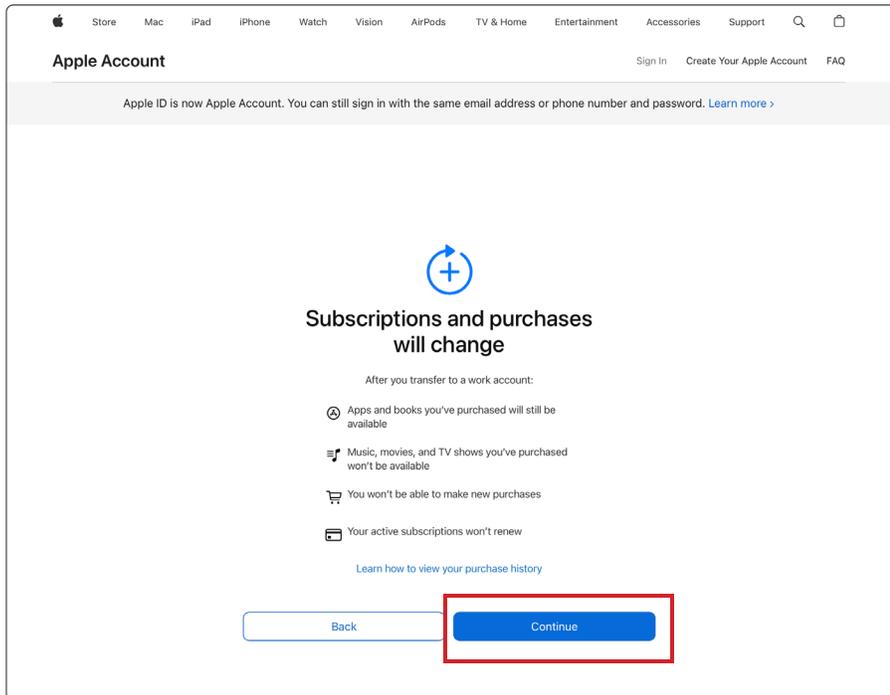
6. Confirm the Apple Account needs to be updated because the organization has claimed the email address. Click Transfer to a work account.



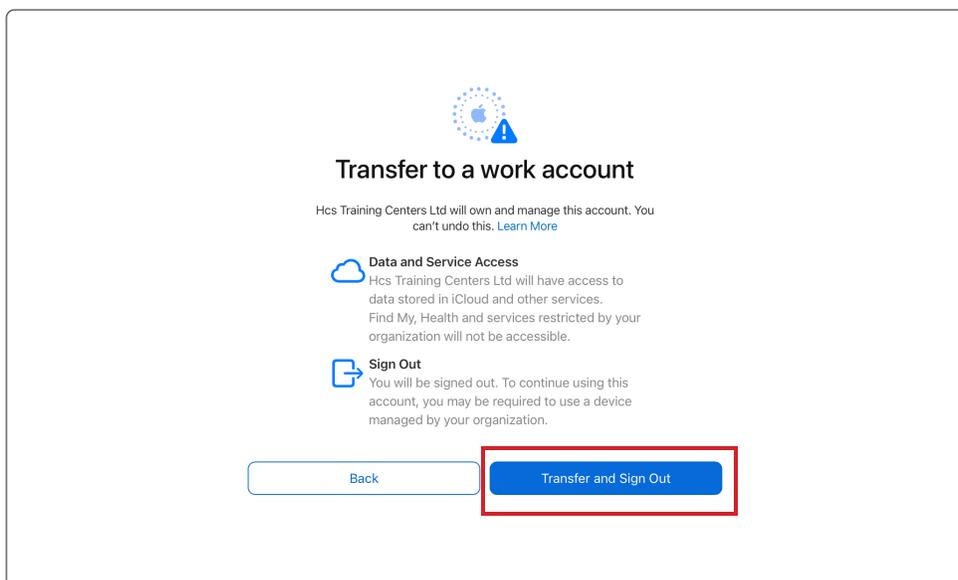


7. When converting to a work account, the following will happen:
- Apps and Books purchased on the account will still be available.
  - Music, movies and TV Shows will not be available.
  - You will not be able to make new purchases.
  - Any subscriptions won't renew.

8. Click Continue

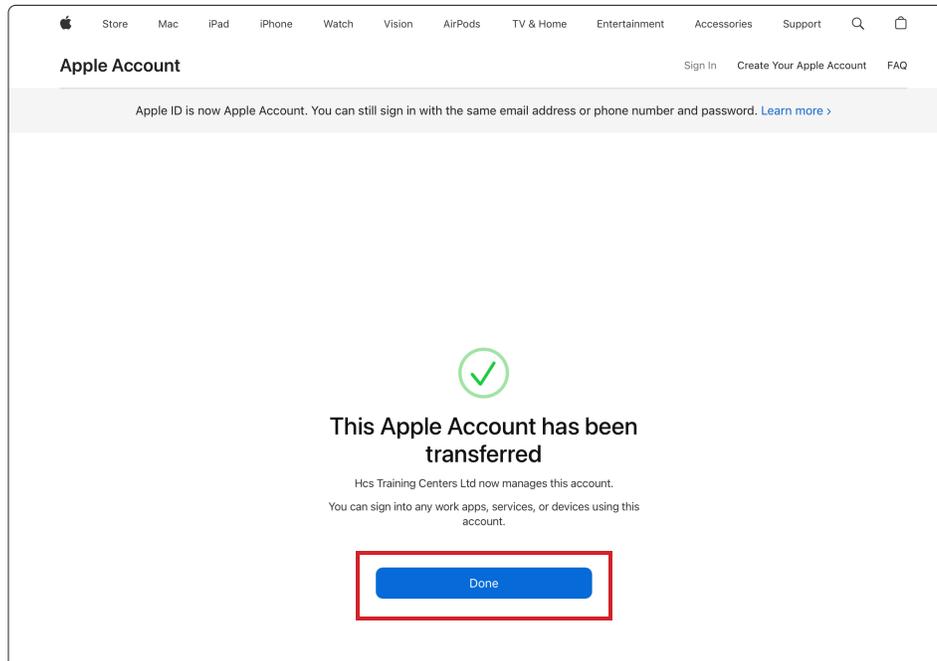


9. Click Transfer and Sign Out.





10. Confirm the Transfer has completed. Click Done.



**What happens next?**

- When go to your other devices such as your iPad the account 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 has to be made through Apple Business/School Manager.
- Any active subscriptions will not be renewed.

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

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