Changing your Apple ID

On March 9, 2020 Information Technology Services will claim the appstate.edu domain for use with Apple Federated Authentication Services. When we claim the appstate.edu domain, Apple IDs using username@appstate.edu will no longer be able to be used for Personal Apple services like:

<table>
<thead>
<tr>
<th>Apple Music</th>
<th>Apple Books</th>
<th>iTunes</th>
</tr>
</thead>
<tbody>
<tr>
<td>App Store</td>
<td>Game Center</td>
<td>Apple Arcade</td>
</tr>
<tr>
<td>iMessage</td>
<td>FaceTime</td>
<td>News</td>
</tr>
<tr>
<td>Find My (iPhone, Mac, iPad)</td>
<td>Apple Pay</td>
<td>Apple TV</td>
</tr>
<tr>
<td>iCloud</td>
<td>Find My Friends</td>
<td>...and more</td>
</tr>
</tbody>
</table>

WHY IS INFORMATION TECHNOLOGY SERVICES MAKING THIS CHANGE? AND WHY NOW?

In March of 2019, Apple announced a new service to make the management and deployment of Apple devices on campus easier and better prepares us for future growth and new Apple features. After reviewing the technology and weighing the benefits, Information Technology Services determined that we should begin the implementation of this new technology. We then set up a year long project to make this change.

WHAT DO I NEED TO DO IF I AM USING MY APPSTATE EMAIL ADDRESS AS MY PERSONAL APPLE ID?

If you are using your appstate.edu email address for your personal Apple ID, you will need to change your email by March 9, 2020. See instructions below for how to change your Personal Apple ID email address.

If you are not using your appstate.edu email address for your personal Apple ID, then you do not have to do anything.

HOW CAN I TELL IF I'M USING MY APPSTATE.EDU EMAIL AS MY PERSONAL APPLE ID?

The following steps apply for iPhone, iPad, and iPod touch with iOS 10 and later installed.

1. Launch the Settings app on your iOS device.
2. Tap your name in the banner at the top
3. If you see "your-user-name@appstate.edu" under your name, you will need to change your email address.
HOW DO I CHANGE MY EMAIL I USE FOR MY PERSONAL APPLE ID?

You can update your Apple ID email address with any third-party email address like Gmail, Yahoo, Outlook, AOL, SkyBest, Charter, or iCloud.

Once you have an email address that is not "username@appstate.edu" ready to use, follow these instructions to change your Apple ID email address.

WHY ARE YOU TELLING US SO EARLY?

We know this might affect a large number of our users so in order to lessen the impact, we wanted to give users 6 months notice to change their email before making the switch.

We will continue to send periodic email reminders up until the March 9, 2020 deadline.

Once the March 9, 2020 deadline hits, users who still have not made the change to a new email address will be forced to change at that time.

WHAT HAPPENS TO ALL MY APPS, MUSIC, GAMES, ETC. THAT I'VE PURCHASED WITH MY APPLE ID?

Anything you have purchased with your Apple ID will still be in your account and/or on your devices. You will not lose any of these purchases! All of your purchases you made will still be tied to your Apple ID, the only thing that changes is the email address associated with your personal Apple ID account.

WHAT IF I HAVE A SHARED APPLE ACCOUNT?

If you are using Apple Family Sharing, your account will still be active and all the people in your group will still have access to the group and all the apps, music, movies, etc. that are tied the Family Share. The only thing that changes is the email address associated with your personal Apple ID account.

WHAT WILL HAPPEN IF I DON'T CHANGE MY PERSONAL APPLE ID WHICH USES MY APPSTATE EMAIL BY MARCH 9, 2020?

Once Information Technology Services claims the appstate.edu domain, Apple will identify users whose Apple ID contains the appstate.edu domain. Those users receive a mail message and a notification on their Apple devices telling them they must rename their Apple ID.

If you don't choose a new email address for your Apple ID within 30 days of the first notification from Apple, services associated with your Apple ID like iMessage and FaceTime are inactive until you change your Apple ID email address.
If you don't update your Apple ID within 60 days of the first notification from Apple, your Apple ID changes to a temporary username that includes @temporary.appleid.com. For example, john@appstate.edu changes to john-appstate.edu@temporary.appleid.com.

**DOES THIS AFFECT GENERIC APPSTATE ACCOUNTS THAT I USE FOR OTHER NON COMMERCIAL APPLE WEB SERVICES?**

Generic email addresses like software@appstate.edu that are used for Apple web services like Apple School Manager, Device Enrollment Program, Volume Purchase Program or Global Service Exchange will need to be handled differently. Please submit a help desk request for help with these type of accounts.

**WHERE CAN I GO IF I HAVE QUESTIONS OR NEED HELPING CHANGING MY EMAIL ADDRESS?**

Go to support.appstate.edu to submit a tech support request or call 828-262-6266

Click here to learn more about Apple IDs

**Search Knowledge Base**

**Submit a Service Request**