

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:

Apple Music	Apple Books	iTunes
App Store	Game Center	Apple Arcade
iMessage	FaceTime	News
Find My (iPhone, Mac, iPad)	Apple Pay	Apple TV
iCloud	Find My Friends	...and more

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.

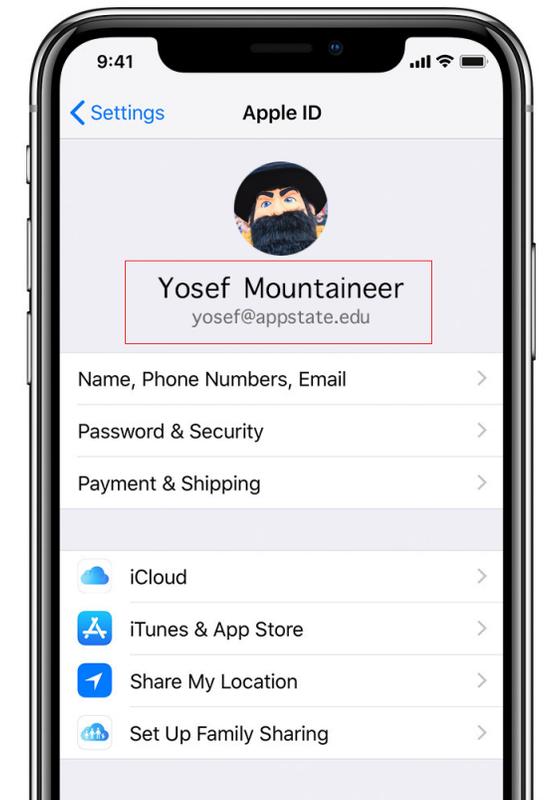
If you are NOT using your appstate.edu email address for your personal Apple ID, then you do not have to do anything.

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

On your iOS Device

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.



On your Mac

- Choose Apple menu > System Preferences, then click Apple ID.
- If you see "your-user-name@appstate.edu" under your name, you will need to change your email address.

On your Apple TV

- Open Settings, select Users and Accounts, then choose iCloud.
- If you see "your-user-name@appstate.edu" under your name, you will need to change your email address.

On your PC

- Open iCloud for Windows.
- Open iTunes on your PC, choose Account, then select View My Account. If you're signed in to iTunes with your Apple ID, you'll see your account name and email address.
- If you see "your-user-name@appstate.edu" under your name, you will need to change your email address.

On the web

You can see if you're signed in with your Apple ID on [iCloud.com](https://www.icloud.com) or by going to your Apple ID account page. If you aren't signed in, your Apple ID might prefill on the sign in screen.

You can also [look up your Apple ID](#) by entering the full name and email address associated with your Apple ID.

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:

****BE SURE TO LOG OUT OF YOUR APPLE ID ON ALL YOUR APPLE DEVICES BEFORE YOU MAKE THE CHANGE****

ON YOUR IPHONE, IPAD, OR IPOD TOUCH WITH iOS 10.3 OR LATER

1. Go to Settings, tap [your name], then choose Name, Phone Numbers, Email.
2. Next tap to Reachable At, tap Edit, then delete your current Apple ID email address.
3. Tap Continue. Enter the new Apple ID email address that you want to use.

4. Tap Next.

ON YOUR APPLE ID ACCOUNT PAGE

1. Go to appleid.apple.com and sign in.
2. In the Account section, click Edit.
3. Under your Apple ID, click Change Apple ID.
4. Enter the new Apple ID email address that you want to use.
5. Click Continue.

If you enter an email address that's already an alias or alternate Apple ID, and it ends with with [@icloud.com](#), [@me.com](#), or [@mac.com](#), you see a message to confirm. When you change your Apple ID to an [@icloud.com](#), [@me.com](#), or [@mac.com](#) account, you can't change it back to a third-party email account. Your former Apple ID that ends with a third-party email becomes an [additional email address](#) for your Apple ID account.

VERIFY YOUR NEW EMAIL ADDRESS

If you change your Apple ID to another third-party email address, you may need to verify your account.

After you enter the email address that you want to use as your Apple ID, a verification code is sent to you at that address. Enter the verification code from the email into the fields provided and start using your updated Apple ID. Learn [what to do if you didn't get the email](#).

SIGN BACK IN

[Sign back in to all Apple services with your new Apple ID.](#)

After you change your Apple ID, you need to use your new sign-in information with all Apple services that you use.

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 (see next section below) 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](#).

I RECEIVED AN EMAIL FROM APPLE <appleid@apple.com> WITH THE SUBJECT "Update Apple ID" THAT SAID I NEED TO UPDATE MY APPLE ID. IS THIS A PHISHING SCAM?

No. This is a legitimate email from Apple that you received if you created an Apple ID with the [@appstate.edu](#) domain. It looks like the picture below.



Update Apple ID

Dear Yosef Mountaineer,

Appalachian State University has claimed “@appstate.edu”. Starting March 9, 2020, you will no longer be able to use “yosef@appstate.edu” as the email address for your Apple ID.

Choose a different email address to continue using this Apple ID. Your data and purchases will not be affected by this change. Update your Apple ID at appleid.apple.com or on any of your macOS or iOS devices where you are signed in to iCloud.

[Learn more](#)

Apple Support

[Apple ID](#) | [Support](#) | [Privacy Policy](#)

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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.

I DON'T WANT/USE MY APPLE ID. HOW CAN I PERMANENTLY DELETE IT?

1. Head to Apple's data and privacy [webpage login](#)
2. Log in to the account you'd like to delete
3. Toward the bottom, click on **Request to delete your account**
4. Make sure you want to delete your account and double-check backups of your data
5. Double check if you have any [subscriptions with your Apple ID](#)
6. Choose a reason for deleting your account, click **Continue**
7. Follow the remaining prompts to permanently delete your Apple ID account

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](#)

