Resolving Apple ID Issues

Introduction

These are the topics covered below:

- You forgot your Apple Password
- You want to set up Two-factor authentication
- You want to change your Apple ID
- You want to change your Apple Password
- You forgot your Apple ID
- You want to manage your account
- What to do if you think your Apple ID has been compromised

Notes:

- You can never retrieve a forgotten password, you can only reset or change it.
- You cannot reuse a password that was used within the last year.
- If you want to change your Apple ID, you must first sign out. Since this requires you to turn off Find MY Phone, you need your Apple password to do this. Therefore, you can't change your ID unless you have your current password. Be sure to know your password before changing your ID. If you don't know it, start by resetting your password.
- Before you sell, give away or destroy a phone, go to settings, your name and scroll down and tap Sign Out.

Forgot Apple Password

See instructions [here](). Be sure to read the information on Two-factor authentication.
Method two from your phone

1. Open Settings
2. Tap your name at the top
3. Tap iTunes and App Store
4. Tap Apple ID at the top
5. Tap Forgot. If you're already signed in but don't know your password, you'll be prompted to create a new password. If you're not signed in, you will be sent an email containing a link to reset your password.

Set up Two-factor Authentication

See instructions [here]().

Change Apple ID

See instructions [here]().

Change Apple Password

See instructions [here]() and [here]().

If you forgot your Apple ID

See instructions [here]().

What to do after you change your Apple ID or password

See instructions [here](#).

What to do if you think your Apple ID has been compromised

See the information [here](#).

Manage your account

By going [here](#), you can manage your account, view all of your signed-in devices, create an Apple ID, retrieve forgotten Apple ID or password. You can also manage your Payment and Shipping information.

After you sign in, by clicking on a device you can retrieve its Serial number, Model and iOS version and other information. You can also remove obsolete devices. If you accidently remove a device, just log into iCloud from the device and it will be restored.