PCPL TECH TIPS

WANT TO CHANGE YOUR APPLE ID ON IPHONE AND IPAD

How to locate your 'silent' iPhone

You might have several reasons to change the Apple ID that is associated with your iPhone or iPad. Maybe you have a separate Apple ID for iTunes and iCloud accounts and want to keep them separated for your apps and backups.

First thing you must do is make sure you are running the latest version of iOS on your device. You will also need the login of old and new Apple IDs as well as a working Internet connection.

How to remove existing Apple ID from the device

- **Head to the 'Settings' app on the iOS device**

- **Under the Settings app, tap on the option iTunes & App Store**

- **Tap on the Apple ID at the top of the screen**

- **Once done, tap the 'Sign Out' option from the pop-up menu.**

- **Enter your Apple ID and Password to log back in.**

How to add another Apple ID on an iOS device

- **Open 'Settings' app on the iOS device**

- **Under the Settings app, tap on the option iTunes & App Store**

- **Tap on the Apple ID at the top**

- **Tap 'Sign In' option from the screen**

- **It will ask users to enter their Apple ID and password**

- **Enter the Apple account credentials on the given screen and hit the Sign In button to log in.**

If you don't currently have an Apple ID, pressing the Sign In button will prompt you to create a new Apple account. You will be redirected to the account creation page. You will need to fill in all the details to create a new Apple account.

Be sure to write down your user ID and Password for future use.

Lost your phone and don't know where to find it? Then "Find My iPhone" could be your solution.

First thing you must do long before losing your phone is setup this feature, so that when you have lost the phone and it is on silent or stuffed in your couch, you can locate it.

This feature can ring your phone even is the sound is off or Do Not Disturb is on.

To set this up before you have lost it, do these steps.

1. Make sure the phone has Internet connectivity.

2. Setup and activate the Find My Phone feature in the Settings app.

When you have completed this and misplaced your phone, do these steps to locate it.

1. Visit www.icloud.com on your Mac or PC.

2. Log in using the right credentials.

3. Once logged in, at the left there's a list of all the devices connected to that Apple account.

4. Look for the iPhone from the list and click on it.

5. The map at the right will zoom-in with a 3D representation of the phone's location.

6. At the bottom of the screen, look for the option 'Play Sound' and click on it.

7. If everything is good and your phone is still connected to the Internet, it will start playing a loud sound. Follow the sound and then turn off the sound when you have found your phone.

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Forgot your Apple ID Password?

If you have forgotten your Apple ID, here are some steps to try and reset it and gain access to your account.

First you will need to know the email address you used to create your Apple ID.

To find that go to 'Settings', look under iCloud, or iTunes & App Store. You should get a prompt so you can View your Apple ID, Sign Out, iForgot, or Cancel. Select 'View Apple ID' to see your email account that you used to setup your device.

There are several ways to recover your password, 'Two-factor authentication', 'Email and Security Questions', or 'Two-step verificaiton'.

Two-Factor is where your account can only be accessed on devices you trust, like your iPhone, iPad, or Mac. The first time you log on to a device, you will be asked to sign in with your password an a six digit code. That creates a more secure environment for your information. Once you go to that trusted device, you will be able to change your password by following these steps.

On your IPhone, iPad, or iPod touch:

•Go to Settings > your name. If your using iOS 10.2 or earlier, go to Settings > iCloud > tap your Apple ID.

- Tap Password & Security > Change Password.

- Enter a new password.

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On your Mac:

- Go to Apple > System Preferences > iCloud.

- Choose Account Details. If you're asked to enter your Apple ID Password, click Forgot Apple ID or password and follow the onscreen instructions. You can skip the steps below.

- Click Security > Reset Password. Before you can reset your Apple ID password, enter the password used to unlock your Mac.

If you can't access a trusted device, you can have a code sent to your trusted phone number via a text message or automated phone call.

Click on Didn't Get a Code on the sign in screen and choose to send a code to your trusted phone number. You can also get a code from Settings on a trusted device.

If you can't sign in, access a trusted device, reset your password, or receive verification codes, you can request account recovery to regain access to your account. Account recovery is an automatic process designed to get you back in to your account as quickly as possible while denying access to anyone who might pretend to be you. It could take a few days or longer depending on the account information you can provide to verify your identity.

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Email, Password, and Security Questions

- Go to your Apple ID account page and click "Forgot Apple ID or Password."

- Enter your Apple ID.

- Select the option to reset your password, then choose Continue.

- Choose how to reset your password:

◊ To answer security questions, select "Answer security questions" and follow the rest of the steps.

◊ To get email instead, select "Get an email." To reset your password, use the email that is sent to your primary or rescue email address.

◊ If asked for Recovery Key, use the steps for two-factor authentication or two-step verification instead.

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Two-Step Verification

Go to your Apple ID Account Page and click "Forgot Apple ID or Password." If asked to confirm your phone number, use steps for two-factor authentication instead.

Enter your Apple ID, select the option to reset your password, then choose Continue.

Enter your Recover Key for two-step verification.

Choose trusted device. *You will be sent a verification code on the device.

Enter the verification code.

Create a new password, then select Reset Password.

After you reset your password, you will be asked to sign in again with the new password. You might also need to update the password in Settings on your device.

> **The best advice is to document your user name, password, email, phone number, & security questions. Doing this can save you a lot of work and frustration in trying to get back into your Apple account.**

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Tech Tips Issue 01 May 2019