If you are asked to update your Apple ID email address

Andrew Storrs - 2021-01-25 - iPads

If you are asked to update your Apple ID email address

If the email address you use as your Apple ID is reclaimed by the organisation that owns it, update your Apple ID email address to continue using your Apple ID. This may happen if you use an email address for an educational institution or business that you are no longer part of as your Apple ID.

If you use an educational institution or business email address with your Apple ID, the organisation that owns your email address may reclaim it after you've left so they can assign it to someone else. When this happens, you'll receive an email and device notifications from Apple instructing you to choose a new email address for your Apple ID.

Updating the email address for your Apple ID only changes the email address you use when you sign in to your Apple ID. The data and purchases associated with your account will remain with your account and aren't affected. The password for your Apple ID won't change, unless you decide to change it.

You'll receive regular emails and device notifications until your Apple ID has been updated.

Change your Apple ID email address

You can update your Apple ID email address to any third-party email address, or you can create an @icloud.com email address. If you create an @icloud.com email address, you may need to wait 30 days before you can use your @icloud.com email address as your primary Apple ID.

Learn how to change your Apple ID email address.

About the data associated with your Apple ID

Changing your email address only changes the Apple ID that other people see when sharing items with you, and the email address that Apple uses to contact you about your account. The organisation reclaiming your email address won't have access to your data, and your data will be kept with your Apple ID whether or not you change the email address associated with your account.

This data includes any content you may store in iCloud, such as photos, videos and documents, as well as any App Store, iTunes Store and Apple Books purchases, or Apple Music subscription. Sign in with your updated Apple ID email address to continue using iCloud, the App Store, iTunes Store, Apple Books, Apple Pay, iMessage, FaceTime, Find My iPhone and more.

If you don't update your Apple ID email address

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, such as iMessage and FaceTime, will become inactive until you change your Apple ID email address.

Update your Apple ID email address

If you don't update your Apple ID within the requested time period of the first notification from Apple, your Apple ID changes to a temporary username that includes @temporary.appleid.com. For example, john@example.edu will be changed to john-example.edu@temporary.appleid.com.

To update your Apple ID after receiving your first notification from Apple, sign in with your temporary Apple ID when you change your Apple ID email address.