

MLTI

Apple ID Troubleshooting

April 25th, 2014

Requirements:

- User with an Apple ID issue
- Device with internet connection
- Apple ID Admin Portal account access

Summary:

This document describes how to assist a user with resolving an Apple ID issue.

Determining the issue

There are several different issues a user may experience when having issues with their Apple ID. The key to resolving most issues is determining the exact issue the user is facing. Here are some examples:

- User has forgotten their Apple ID account name
- User has forgotten their Apple ID password
- User has forgotten both their Account name and password
- User can't remember birthdate or security questions
- User does not have a valid recovery email
- Device is prompting for temporary Apple ID in the App Store
- Device is prompting for temporary Apple ID during iCloud restore

Forgotten Account names and/or passwords

A user may come to you unable to log in with their Apple ID. It could be that the user has forgotten their password, or they are attempting to log in with an incorrect Apple ID. A good way to narrow this down is by looking the user up in the Apple ID admin portal.

Step 1. Apple ID Admin Portal

Schools will have access to the Apple ID admin portal once they enroll in the Apple ID for Students program, which can be done at deploy.apple.com. *note: some schools may already have access to the Apple ID admin portal for their users with @mlti.net Apple IDs.*

The first step you should take is to look up the Apple ID, or unique ID in the admin portal. The unique ID for mlti.net IDs can be found in the Asset Manager in the device details.

Copy and paste the unique ID into the search field after choosing unique ID as the search criteria. Your search should return the Apple ID, personalized or not, in the portal.

If the Apple ID has not been personalized, the user should follow the personalization steps by going to mlti.net.

If the ID is not what the user expected, have the user attempt to log in with the correct Apple ID.

If that log in attempt fails with correct Apple ID, move to Step 2.

If the ID is what the user expected and still can't log in, move on to Step 2.

Step 2. [AppleID.apple.com](https://appleid.apple.com)

Once you have determined the name of the Apple ID that should be used, we move on to attempting to reset the password.

In a web browser, go to appleid.apple.com and select the blue box called Manage Your Apple ID. Have the user enter their Apple ID and what they believe is their password and click *Sign in*. If the password was entered incorrectly, click the *Forgot your password* link below the password box. Enter the Apple ID in the field provided and click Next.

If the user has a valid email address set up, select the radio button for Email authentication.

This will send an email to the email address on file with reset instructions.

If the user did not receive the email or does not have a valid email address set up, choose the radio button for *Answer security questions*. Have the user enter their birthdate and answer the security questions that were initially set up during account setup. If answered correctly, this will allow the user to reset their password. If the user is unable to receive email authentication and can not answer successfully answer the security questions, move on to step 3.

Step 3. Call the MLTI AppleCare Help Desk

At this point, the user will need to contact the MLTI Help Desk in an effort to resolve their Apple ID issue. Personal security questions may be asked during the course the call, therefore the user must be present during the call.

Call the MLTI AppleCare help desk at 1-800-919-2775 and when prompted, use the pin 4MLTI. The AppleCare call agent will work with the user and attempt to resolve the Apple ID issue as best as possible. Please note that the local Apple project office is unable to resolve Apple ID issues.

Devices prompting for temporary Apple ID in App Store

You may see that a device is prompting for the temporary Apple ID and password when attempting to update apps. Follow the steps below for resolution:

Step 1. Log out of Apple ID in Settings and App Store

- Open Settings > iTunes & App Store and log out of the Apple ID shown.
- Next, open the App Store app, tap Featured in the bottom left, scroll to the bottom and log out of the Apple ID in the bottom left corner. If the button says *Sign In*, then you are already signed out of the Apple ID.

Step 2. Restart the device

- Hold the sleep/wake button on the top of the iPad until Slide to Power off appears. Power off the device. When the device is turned off, hold the sleep/wake button until you see the white Apple and release. The device is now restarting.

Step 3. Log back in to the Apple ID in the App Store

- Open the App Store app, tap Featured in the bottom left, scroll to the bottom and tap the button that reads Sign in. Sign in with the Apple ID and password.
- Go to the Purchased tab or the Updates tab at the bottom of the screen, you should now be able to download or update apps assigned to the Apple ID without being prompted for the temporary Apple ID.

- If you are still unsuccessful, please contact the MLTI AppleCare Help Desk at 1-800-919-2775 and use the pin# 4MLTI and work with the call agent to resolve the issue.

Devices prompting for temporary Apple ID during iCloud Restore

When restoring a device from an iCloud backup, you may be prompted for the temporary Apple ID, or another Apple ID not associated with MLTI.

- If prompted for the temporary Apple ID during an iCloud restore from backup, tap the skip button. In most cases, this occurs because some apps may still be requesting the temporary Apple ID the app was originally installed with. Skipping this step skips the apps requesting the temporary ID. These apps can be installed later through the purchased tab in the App Store.
- If prompted for another Apple ID, this is typically because the user has installed apps with a personal Apple ID. You can either skip this prompt for the ID or have the user provide the password for the Apple ID during the restore process.

Resources

Personalization site for MLTI.net Temporary Apple ID: <http://MLTI.net>

Manage your Apple ID: <http://appleid.apple.com>

Apple Deployment Program: <http://deploy.apple.com>

Apple MLTI Help Desk: 1-800-919-2775 pin# 4mlti

