

# If you forgot your Apple ID password

If you have issues when you try to sign in with your Apple ID password, use these steps to reset it and regain access to your account.

## Reset your password

Use the steps below to reset your password from any trusted iPhone, iPad, iPod touch, or Mac. You can also [use a friend or family member's iPhone, iPad, or iPod touch](#). If that doesn't work, you may not be [signed into iCloud](#) on an eligible device or have [two-factor authentication](#) enabled for your Apple ID. [Follow these steps instead](#).

### On your iPhone, iPad, or iPod touch


1. Go to Settings.
2. Tap [your name] > Password & Security > Change Password.




3. If you are signed into iCloud and have a passcode enabled, you will be prompted to enter the passcode for your device.
4. Follow the onscreen steps to update your password.

### On your Mac

With macOS Catalina:

1. Choose Apple menu  > System Preferences, then click Apple ID.
2. Click Password & Security.
3. 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 final steps below.
4. Click Change Password. Before you can reset your Apple ID password, you'll be required to enter the password you used to unlock your Mac.

With macOS Mojave, High Sierra, or Sierra:

1. Choose Apple menu  > System Preferences, then click iCloud.
2. Choose Account Details.
3. 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 final steps below.
4. Click Security > Reset Password or Change Password. Before you can reset your Apple ID password, you'll be required to enter the password you used to unlock your Mac.

## Use a trusted phone number, trusted email, or a recovery key

In some cases, you may be able to reset your password using a trusted phone number and trusted email. If you use a recovery key for account security, you can use it to help reset your password on your iPhone, iPad, or iPod touch. [Learn more about using a recovery key.](#)

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## If you can't access any of your devices

You can reset your Apple ID password on a friend or family member's iPhone, iPad, or iPod touch using the Apple Support app or the Find My iPhone app.

### Use the Apple Support app

To reset your password using the Apple Support app on a friend or family member's iPhone, iPad, or iPod touch with iOS 12 or later, the device owner will need to download the Apple Support app.

Ask the device owner to open the App Store on their iPhone, iPad, or iPod touch, then search for Apple Support and [download the app](#). Then open the Apple Support app and follow these steps:

1. Under Topics, tap Passwords & Security.
2. Tap Reset Apple ID password.
3. Tap Get Started, then tap "A different Apple ID."
4. Enter the Apple ID that you need to reset the password for.
5. Tap Next, then follow the steps on your screen until you receive confirmation that your Apple ID password is changed.

Any information that you enter will not be stored on the device.

### Use the Find My iPhone app

If your friend or family member uses iOS 9 through 12 and they can't download the Apple Support app, use the Find My iPhone app instead.

1. Open the Find My iPhone app.
2. When a Sign In screen appears, make sure the Apple ID field is empty. If you see someone else's user name, erase it.
3. Tap Forgot Apple ID or Password, then follow the onscreen steps.

Don't see a Sign In screen? Tap Sign Out. After you sign out, make sure the Apple ID field is empty. Then tap Forgot Apple ID or Password, and follow the onscreen steps.

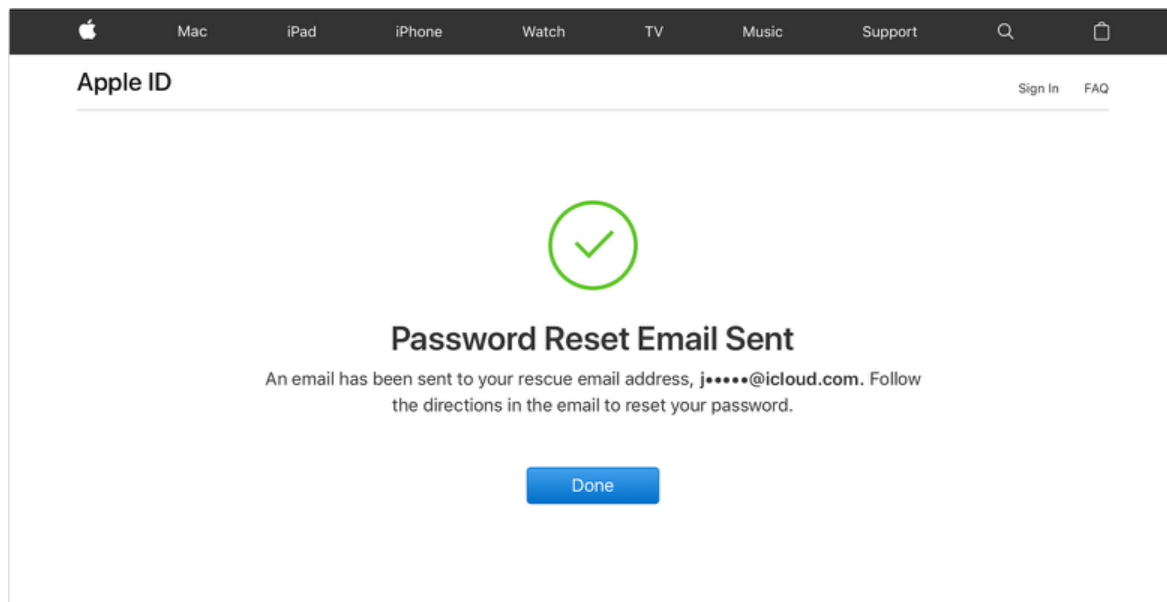
If you tried the previous steps or live in a country or region where Support App is not available, you can still reset your password and regain access to your account with account recovery. In some cases, you might have the option to speed up the account recovery process or reset your password immediately by verifying a six-digit code sent to your primary email address. [Learn more about account recovery.](#)

## If you can't change or reset your password

If you tried the previous steps and were unable to change or reset your password, you may not be [signed into iCloud](#) on an eligible device or have [two-factor authentication](#) enabled for your Apple ID. You'll need to try these steps instead.

### Accounts with or without security questions

1. Go to your [Apple ID account page](#) and click "Forgot Apple ID or password."
2. Enter your Apple ID. [Did you forget your Apple ID?](#)
3. Select the option to reset your password, then choose Continue.
4. Choose how to reset your password:
  - If you have an account with security questions set up, you can 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 we send to [your primary or rescue email address](#). [Didn't get the email?](#)
  - If asked for a Recovery Key, use the steps for [two-factor authentication](#) or [two-step verification](#) instead.

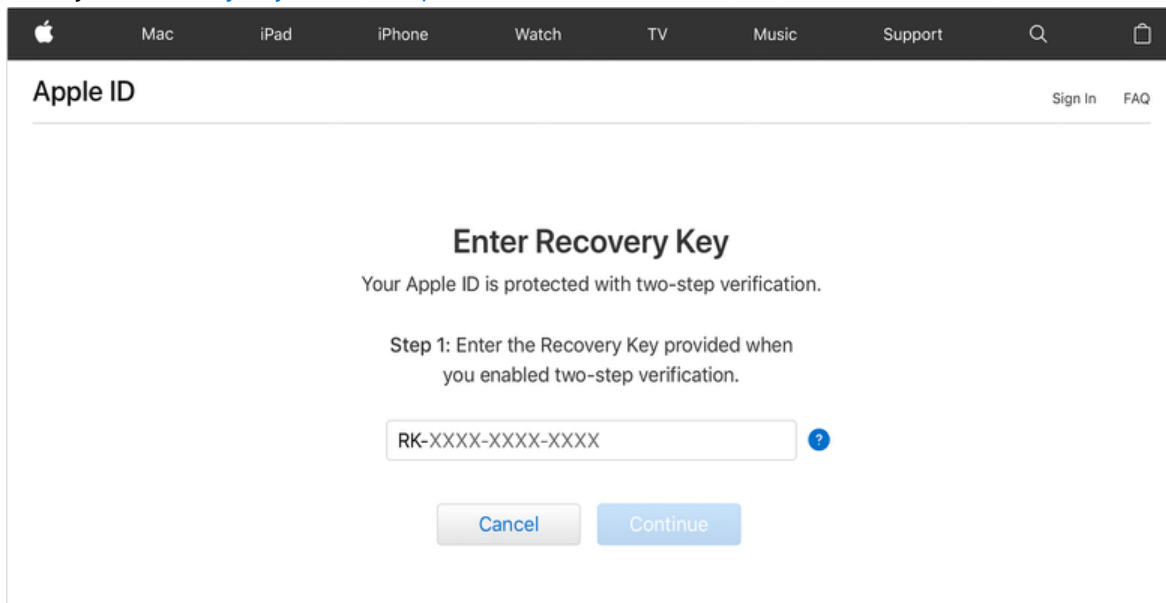


After you reset your password, you'll be asked to sign in again with your new password. You also might

need to [update your password in Settings on your devices](#).

## Accounts with two-step verification

1. Go to your [Apple ID account page](#) and click "Forgot Apple ID or password."
2. Enter your Apple ID, select the option to reset your password, then choose Continue. [Did you forget your Apple ID?](#)
3. Enter your [Recovery Key for two-step verification](#).\*



4. Choose a trusted device.\* We'll send your device a verification code.
5. Enter the verification code.
6. Create a new password, then select Reset Password.

After you reset your password, you'll be asked to sign in again with your new password. You also might need to [update your password in Settings on your devices](#).

\* If you permanently [lost your Recovery Key or access to your trusted device](#), you can't change your password.

## Get more help

- To reset your password, you need to know the email address for your Apple ID. [Don't know the email address for your Apple ID?](#)
- If you still can't sign in with your Apple ID and password, [make sure that you entered the correct Apple ID](#). In most cases, your Apple ID is also the [primary email address](#) of your Apple ID account.
- In some cases, you might be able to speed up [the account recovery process](#) or reset your password immediately by verifying a six-digit code sent to your primary email address.
- Still need help? [Contact Apple Support](#).

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Helpful?

Yes

No

## Start a discussion in Apple Support Communities

Ask other users about this article

Submit my question

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## Contact Apple Support

Need more help? Save time by starting your support request online and we'll connect you to an expert.

[Get started >](#)



Support

If you forgot your Apple ID password