

# MacBook Pro Recovery and macOS Update with Apple ID

**Author:** Fernando Cruz

**Role:** IT Support Student

**Experience Level:** Self-taught, in training

**Project Objective:** Regain and update full access to a MacBook Pro that had not been used for years, with a forgotten password and outdated macOS.

Youtube Link: <https://youtu.be/L26KKpZlqZk>

## Device:

- ❖ **Model:** MacBook Pro Retina 15" (A1398)
- ❖ **Original Operating System:** macOS Big Sur
- ❖ **Initial Situation:** The device owner, Gladys Mayen, didn't remember the password, and the Mac hadn't been used or updated in years.

## Security Explanation

The computer has a security feature called FileVault.

This means all contents are **encrypted** and can only be unlocked with the correct password or Apple ID. It's like a digital safe.

In addition, the Mac is linked to an **Apple ID** account, which is the same used for iCloud, App Store, etc."

"If the Apple ID is forgotten, it can be recovered here:

 <https://iforgot.apple.com>

But if it cannot be recovered, the Mac remains permanently locked.

## Step 1: Initial Diagnosis

- ❖ Upon startup, the Mac displayed the login screen with her name.
- ❖ The password was forgotten.

- ❖ A message was shown:

"If you're having a problem entering your password..."

## Step 2: Entering Recovery Mode

- ❖ I shut down the Mac completely.
- ❖ Pressed **Cmd (⌘) + R** on startup to access **macOS Recovery**.

## Wi-Fi Connection and Protection Verification

Before proceeding, I made sure the Mac was connected to the internet, which is essential for Apple ID verification.

- ❖ On the **macOS Utilities** screen, I clicked the **Wi-Fi icon** at the top-right corner.
- ❖ Selected the available network and entered the Wi-Fi password to connect.

## Step 3: Protection Verification and Unlocking

- ❖ Instead of using Terminal, the system showed Gladys' profile directly.
- ❖ I selected her user account, and the option to enter her **Apple ID** appeared.

### Authentication Steps:

- ❖ Entered her Apple ID email and password.
- ❖ Apple sent a **verification code to her iPhone**.
- ❖ We entered the code successfully, and the system **unlocked the Mac**.
- ❖ It prompted to create a new password, which I set to something simple and easy for her to remember.

- ✓ No Terminal or command-line tools were necessary.

## Step 4: System Login and Access

- ❖ I restarted the Mac from the menu.
- ❖ On the login screen, I entered the **new password**.
- ❖ Login was successful.


## Step 5: System Status Check

Before returning the Mac, I proceeded to update the operating system.

### Available Disk Space Verification:

- ❖ Clicked on  > **About This Mac** > **Storage**.
- ❖ Confirmed there was over 20 GB of free space available for the update.

## Step 6: Operating System Update

- ❖ Opened  > **System Preferences** > **Software Update**.
- ❖ The Mac searched for available updates.
- ❖ A newer version of macOS was found.
- ❖ Clicked on **“Update Now”**.
- ❖ The Mac downloaded and installed the updates, including:
  - Updated Safari
  - Security patches
  - System stability improvements

## Lessons Learned

- ❖ I learned that macOS offers a guided recovery option if the Apple ID is active.
- ❖ Practiced a secure, ethical, and legal recovery process.
- ❖ Successfully explained every step in plain language to an older adult.
- ❖ Performed basic preventive maintenance (disk check, storage check, and OS update).

## Final Result

- ❖ The Mac is now **accessible, functional, and updated**.
- ❖ Gladys regained full control of her device and can easily change her password in the future.

## References:

Apple ID recovery: <https://iforgot.apple.com>

Apple's official password recovery guide: <https://support.apple.com/en-us/102673>