



Nice chatting with you.

Case ID: [102377698200](#)

Here's the transcript of your chat with Apple Support:

Rajat Sharma

Thanks for contacting Apple Support. Please give me a moment to look over your information.

Rajat Sharma

Hi, hope you are doing well.

Rajat Sharma

How may I assist you?

REYAN JAN SAMONTANES

hello sir/mam, I forgot the apple ID and password and the last thing I remember is the account email is prynce@icloud.com.

Rajat Sharma

Thanks for sharing your concern, I will try my best to assist you in this.

Rajat Sharma

I request you to please go to iforgot.apple.com and then enter this email and continue then let me know what is it showing?

REYAN JAN SAMONTANES

sorry but my mother forgot also the recover email and password that log in it.

Rajat Sharma

I am afraid but without it there isn't any way to recover the password.

REYAN JAN SAMONTANES

I cannot open the Ipad mini 1 because of apple ID and password verification.

REYAN JAN SAMONTANES

what will be the other option to access it?

Rajat Sharma

Please tell me what exact error your iPad is showing?

REYAN JAN SAMONTANES

need to log email and password to access.

Rajat Sharma

There must be any other message on screen also. Please tell me what exactly is displayed on the screen?

REYAN JAN SAMONTANES

when I try in iforgot the screen says that "An email has been sent to your email address p*****@m*****.com. Follow the directions in the email to unlock your Apple ID and then sign in again."

Rajat Sharma

Could you please tell me what is your iPad showing?

REYAN JAN SAMONTANES

in the ipad mini it says that go to iforgot and log in the email p*****@icloud.com to recover account.

Rajat Sharma

Is it showing activation lock of iPad locked to owner?

REYAN JAN SAMONTANES

yes

Rajat Sharma

Thank you for letting me know.

REYAN JAN SAMONTANES

it says this ipad is link to an apple ID, enter the apple ID and password that were used to set the ipad.

Rajat Sharma

There are only two ways to remove activation lock.

1. Enter the Apple ID and password with which it was signed in
2. Submit the proof of purchase.

REYAN JAN SAMONTANES

what will we do if the proof of purchase is nowhere to be found?

REYAN JAN SAMONTANES

I mean we lost it.

REYAN JAN SAMONTANES

but we have some other proof of delivery with the delivery ID.

Rajat Sharma

I am afraid but these are the only two ways to remove the activation lock as you know apple takes privacy and security of data very seriously it is for your own data safety.

Rajat Sharma

I wish I could help you in removing activation lock but these are the only two ways.

REYAN JAN SAMONTANES

Thank you, I appreciate the privacy concern.

REYAN JAN SAMONTANES

where i can send its proof of purchase?

Rajat Sharma

Thank you for your kind understanding. Please allow me a minute.

Rajat Sharma

<https://al-support.apple.com/#!/kbase> here is the link to submit

REYAN JAN SAMONTANES

thank you.

REYAN JAN SAMONTANES

I have one last concern, account lock and apple ID activation is the same process?

Rajat Sharma

No both are different.

REYAN JAN SAMONTANES

how about account activation?

Rajat Sharma

Which account activation you are talking about?

REYAN JAN SAMONTANES

account activation of icloud because of many account login attempts to recovery of the account password.

Rajat Sharma

Sorry I did not get you.

REYAN JAN SAMONTANES

thank you for your help and time.

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.