



Nice chatting with you.

Case ID: [101916111377](#)

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

18/01/2023, 22:11:49

Duration 28 minutes 59 seconds

Swaroop

Thanks for contacting Apple Support. How can I help you?

Bhavesh Mishra

Hi

Bhavesh Mishra

I had an active Apple ID till September. After which I did not log in to the system for last 4 months

Bhavesh Mishra

Now it is showing that email id doesn't exist

Swaroop

Please take a note of the Case ID for this chat: 101916111377. I hope not, but In case we get disconnected on this chat, please use the 'Reconnect' option in the chat window or visit the below link to continue the case:

<https://getsupport.apple.com/GetCaseDetails.action>

Swaroop

Hi Bhavesh, hope you are doing good today?

Bhavesh Mishra

Hi Swaroop. I am doing good

Bhavesh Mishra

Kindly help in sorting out this issue.

Swaroop

Glad to hear that you are doing good.

Bhavesh Mishra

I am not able to login or log out (as it is asking for password but after entering password it is showing that Apple ID doesn't exist)

Swaroop

I understand that you are unable to sign into your Apple ID. Is that right?

Bhavesh Mishra

Yes

Swaroop

Thanks for confirming.

Swaroop

Not to worry. I will look into this for you and help you with the necessary information to the best of my ability.

Swaroop

Can you please help me with your Apple ID? Apple ID is also your email address which you use to sign into your account in iTunes Store.

Bhavesh Mishra

bhaveshmishra.ias@gmail.com

Bhavesh Mishra

Now the Apple says that the account doesn't exist

Swaroop

Thanks.

Bhavesh Mishra

I have also attached a screenshot to confirm that this is a valid Apple ID (as I had used this to sign in to iCloud in July 2022)

Bhavesh Mishra

Now out of a sudden, I am getting the message that this email ID is not valid

Swaroop

Thanks for letting me know.

Swaroop

Does your Apple ID is signed into any of the device now ?

Bhavesh Mishra

Currently NO

Bhavesh Mishra

I am using a MacBook and an iPad

Bhavesh Mishra

In both the devices I have not logged in for last 3-4 months

Swaroop

Ok.

Swaroop

Have you changed your Apple ID email address to any other email address?

Bhavesh Mishra

No

Bhavesb Mishra

As seen from above screenshot my Macbook is still showing it as bhavesbmishra.ias@gmail.com

Bhavesb Mishra

But after clicking it -> i am not able to login -> as Apple is not able to find this email id in its database

Swaroop

Thanks for letting me know.

Swaroop

This usually happens when the Apple ID email address is changed to different email address.

Swaroop

Do you believe that someone has changed your Apple ID email address to different email address?

Bhavesb Mishra

I don't think so.

Bhavesb Mishra

As the devices have been in my control over last 4 months.

Bhavesb Mishra

and I have not given to anyone to use them

Swaroop

Any one can change if they know the Apple ID and password.

Swaroop

Not to worry.

Swaroop

I will go ahead and escalate the case to our Account security team so they will verify your identity as you are the account owner and assist you further.

Swaroop

Please help me with your phone number and the country name?

Bhavesb Mishra

9899288764

Bhavesb Mishra

India

Swaroop

Thanks.

Swaroop

I see there is a callback slots available on 19th January 2023 from 5:00 Pm to 8:30 Pm.

Bhavesh Mishra

Is it as per Indian Standard Time ?

Swaroop

Yes.

Bhavesh Mishra

7:30 PM to 8:30 PM is ok

Swaroop

Are you ok to get a callback at exact 8:00 Pm tomorrow ?

Bhavesh Mishra

Yes

Swaroop

Thanks for confirming.

Swaroop

Let me schedule a callback.

Bhavesh Mishra

From which number will I get a call ?

Bhavesh Mishra

Could you share the number

Bhavesh Mishra

So that it will be easily identified

Swaroop

Usually they will call from customer care number. It could be [India](#) 000800 1009009

Swaroop

You will receive a callback at 8:00 Pm.

Bhavesh Mishra

Ok. Thanks

Swaroop

I have scheduled a callback at 8:00 Pm successfully.

Swaroop

Are you IAS officer ?

Bhavesh Mishra

Yes

Swaroop

Great.

Swaroop

All the best for your job and I appreciate your talent.

Swaroop

Apart from this, would there be anything else I can help you with?

Bhavesh Mishra

Thanks for your help. Will ping back if the issue is not resolved even after ...

Bhavesh Mishra

...the callback

Swaroop

Sure. Not to worry. You are in great hands as they are specialist in this type of issues.

Swaroop

Now I have a IAS officer friend. Haha

Swaroop

I truly appreciate the way you have explained about your concern, you were very expressive and respectful I must say.

Swaroop

Hope you will remember me too. My name is Swaroop.

Swaroop

One smile can't change the world, but your smile changes mine. Thank you so much for contacting Apple chat Support. Again, My name is Swaroop.

Swaroop

Ending now.

Swaroop

Good night.

Sincerely,
Apple Support

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