

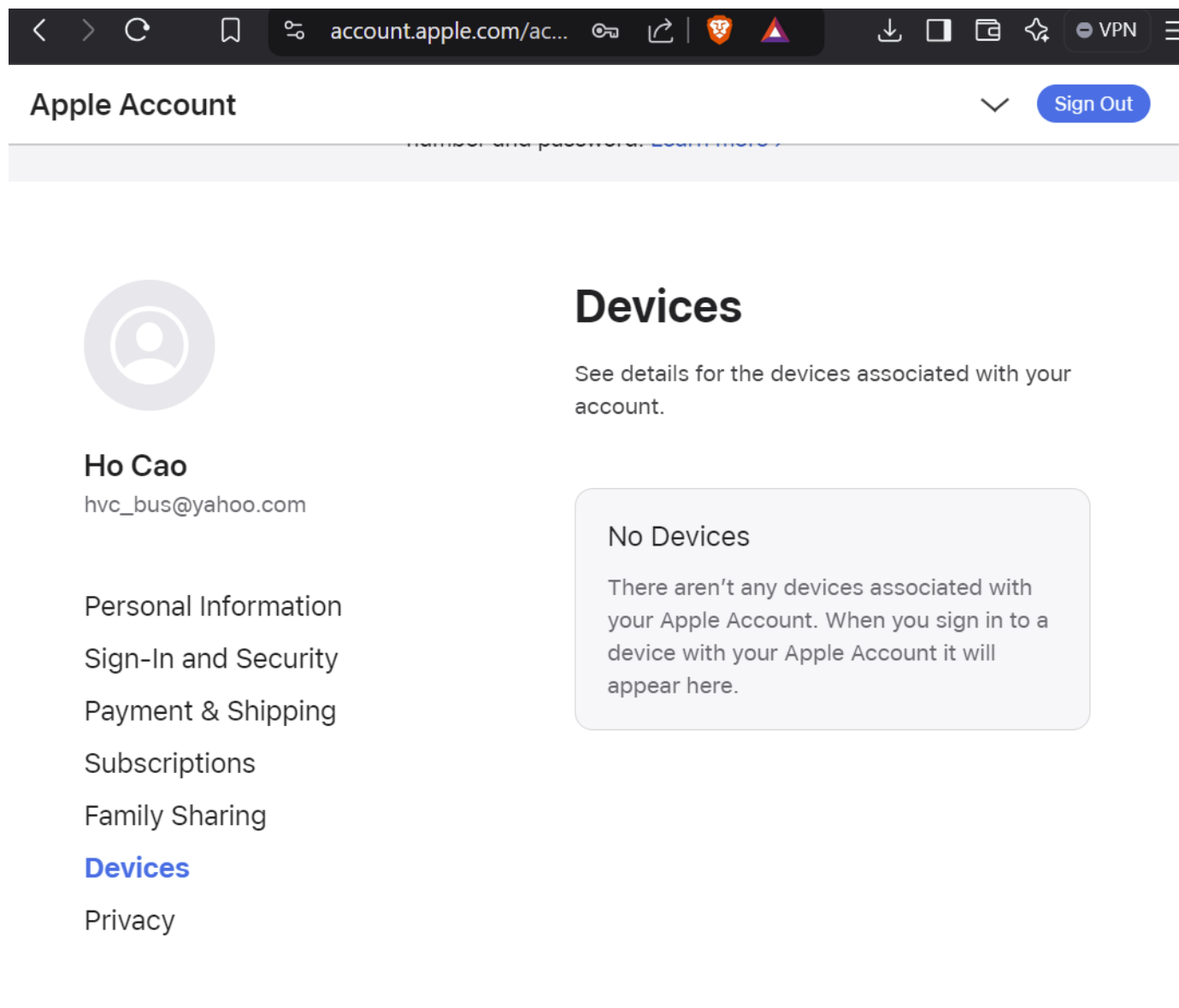
Subject: Re: Ho Cao's Apple Password
From: Hien Cao <hcaosc@gmail.com>
Date: 1/15/2025, 6:45 PM
To: Mark Cao <mark.cao@gmail.com>
CC: Hanh Cao Yu <hanh.cao.yu@stanfordalumni.org>

It's not showing because I don't have the new password to login. I have an iPad and iPad mini that I can't do a factory reset on because of it.

If you can temporarily change it to what it was for 1 hour, I'll do the reset and you can change it again. His old password was Welcome123t.

On Wed, Jan 15, 2025 at 6:41 PM Mark Cao <mark.cao@gmail.com> wrote:

Looks like no devices are registered anymore:



I tried both account.apple.com and www.icloud.com. Both lead back to account.apple.com. Also, I tried looking in the other left-hand sections, and all are empty.

On Wed, Jan 15, 2025 at 4:12 PM Hien Cao <hcaosc@gmail.com> wrote:

I'm trying to set up one of my old iPad for mom to use because she has trouble reading the emails on her iPhone. The one that I'm trying to set up was set up with dad's apple ID. It looks like you've changed dad's apple password.

Can you either provide me with his new apple password or go into icloud and delete the ipad from his devices so that I can complete the set up for mom?

Please reply to let me know that it's done.