

Mobile Cell Phone – Reset Apple ID Password

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Title

Mobile Cell Phone – Reset Apple ID Password

Purpose:

Follow this procedure when a user reports that they need to Reset Apple ID Password (On iPhone or PC)

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberMobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number: (Device having the issue)Carrier: (AT&T, Verizon)Is this a personal Mobile Device: (Yes or No)Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number: (Device having the issue)Carrier: (AT&T, Verizon)Is this a personal Mobile Device: (Yes or No)

5.

First try resetting the password on the device.

Using you iPhone

Click Settings and Tap your nameTap Password & Security then Change PasswordEnter your 6 Digit PasscodeEnter your new Apple ID Password and verify.

Using your Desktop/Laptop

You can reset your password when you go to your Apple ID account page and enter your Apple ID, then click continue.

A message will appear on your Apple device. Tap Allow.

Enter your Passcode and New Password. Your Password has now changed.

6.

Follow the resolution process.

7.

If additional assistance is needed follow the resolution process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Service

Mobile Phones (iPhone / Android)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

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