Mobile Device - Could not create Apple ID error

Title

Mobile Device - Could not create Apple ID error

Purpose:

Follow this procedure when a user reports an issue with creating and apple ID on their iPhone/iPad

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

When you receive the error: "Could not create apple ID because this phone used to create too many apple ID's, contact apple support to get new apple ID"

Follow the below steps to create an Apple ID on a Windows PC.

Go to appleid.apple.com and click Create Your Apple ID.Follow the onscreen steps to provide an email address, create a strong password, and set your device region. The email address that   you provide will be your new Apple ID.*Enter a phone number that you can always access.Click Continue.Follow the onscreen steps to verify your email address and phone number.

6.

Follow the resolution process.

7.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

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

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 or iPhone

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

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