

GSD. Global – Mobile Phone - Creating a New an Apple-ID

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General Information:

Possible symptoms/errors:

User wants to Create a new Apple ID

Alternative names of the system:

AppleIDApple account

IMPORTANT NOTICE:

This article is relevant for iOS users!

Solution:

The Apple-ID is user's verification key for all Apple products. It can be used to login into their device and backup their files.

NOTE: This step is done after activating iOS. If user already owns a Fresenius business Apple-ID, advise them to enter their Apple ID and Apple-ID Password and they will be guided to the Start Screen.

Advise the user to press the blue text that says "Forgot password or don't have an Apple ID?"

Then user must Tap on Create a Free Apple ID.

Inform user to follow the instructions and enter their name and date of birth, then tap Next. When asked which email to use, user must select "Use your current email address" and type in their Fresenius email address. They will receive a verification mail that their account was created.

When prompted, advise user to follow the onscreen steps to verify their email address and set up two-factor authentication. If they choose to skip this step, they will be prompted to do this later in Settings. Inform user to follow the instructions on the screen. On "Keep your iPad Up to Date", advise user to choose "Install Updates manually", then go on with the setup.

On Analytics screen, user must select Don't Share.

Advise user to follow the next onscreen steps and they are done with creating your Apple ID as well as the initial set up of their iOS device.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A