



RICHLAND ONE

Memorandum

To: Any District Staff That Has Created an Apple ID with District Email

From: Dr. Candice L. Coppock, Executive Director of Information Technology 

Date: May 14, 2025

Re: Apple Accounts and Richland One Email

On January 24, 2025, the Information Technology Department issued the [Mobile Device Management \(MDM\) System and iPads](#) memo through Vol. 9, No. 29 of the weekly InSight newsletter. The memo outlined the first steps for the migration of the district moving to a new Mobile Device Management System (MDM).

The next step of this process is to reclaim any Richland One emails that have been associated with personal Apple Accounts.

If you currently have an Apple Account that ends in firstname.lastname@richladone.org you will be receiving an email from Apple (appleid@apple.com) in the next few weeks asking you to transfer your Apple Account to a personal account by updating your email address to a personal email address. **You will have thirty (30) days to complete this task once this process begins.**

Once you have updated your account, all purchases, downloads, photos and iMessages will now be associated with your new personal account. What this means is that anything that was on the actual device will no longer appear as it will not be associated with the new district Apple Account.

Once this process has been completed, you will then use your district credentials (email address and password) to log in to all district Apple devices.

A follow-up memo will be sent out that will contain a specific date when Apple sends the emails and notifications. Included in that follow-up memo will be next steps for those staff that currently have district-issued cell phones and have used their Richland One emails to create Apple Accounts.

At this time, there is **no action to be taken**. This memo only serves as notification of the process that will begin in the coming week.

Please contact Johnny Brown at johnny.brown@richlandone.org for questions.