



## RICHLAND ONE

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### Memorandum

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

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

**Date:** May 20, 2025

**Re:** Apple Accounts and Richland One Email: **Update**

As a follow-up to our earlier communication regarding Apple Accounts associated with Richland One email addresses, the IT Department is now ready to begin the email reclaiming process.

Effective **Tuesday, May 27, 2025**, all staff who have created an Apple ID using their Richland One email address will receive an email from Apple ([appleid@apple.com](mailto:appleid@apple.com)).

If you have used your Apple ID for personal purposes, the email will include instructions on how to transfer your Apple ID to a personal account by updating it with a personal email address.

**You will have thirty (30) days from the start of this process to complete the transition.**

Once your account is updated, all purchases, downloads, photos, and iMessages will be associated with your new personal Apple ID. Please note that content stored on the device will no longer appear under the new district Apple ID.

After the transition is complete, you will use your district credentials (email address and password) to log in to all district-issued Apple devices.

If you need assistance, please submit a [One to One Plus](#) ticket. From the **Dashboard**, select **Telephone Services**, then choose **District Issued Cell Phones** as the category. In the description, clearly state the issue you are experiencing.