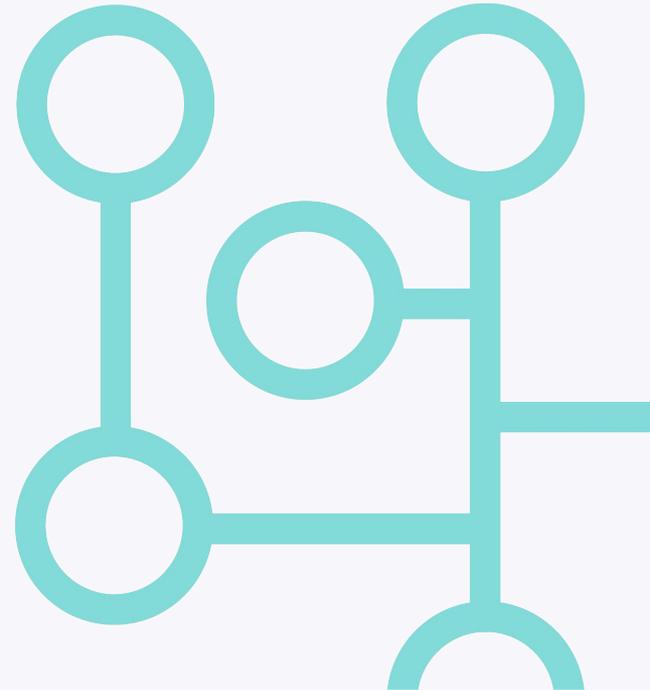


Managed Apple Accounts

And the late feature arrivals

Tom Bridge, Director of Product Management, Devices



Agenda

- What's Different in November 2024?
- Verify, Lock, Capture, Federate, Provision
- Account Conversion Process
- Things That Prevent Conversion of Personal IDs

What's New in Late 2024?

More stages for adoption, migration details for Managed Apple Accounts, shorter federation window

The Five Stages of Managed Apple Accounts

Five Stages of Managed Apple Accounts

1. Denial
 2. Anger
 3. Bargaining
 4. Depression
 5. Acceptance
- 

Five Stages of Managed Apple Accounts

1. Verify
2. Lock
3. Capture
4. Federate
5. Provision



Verify

Claiming Your Domain



Verify

[Add and Verify a Domain: ABM Help](#)

Domains

 afcr.co.uk 1 User Name Conflicts [Manage](#)

 demonimpcloud.com 14 accounts [Manage](#)

 jumpcloudlabs.appleid.com 1 account 

[+ Add domain](#)

Add domain

tombridge.com

Add domain

Domains

Verify your domain

To use Managed Apple IDs, you must verify the domains you want to use, or you can use the reserved domain. [Learn more](#)

 afcr.co.uk	1 User Name Conflicts	Manage
 demonimpcloud.com	14 accounts	Manage
 jumpcloudlabs.appleid.com	1 account	
 tombridge.com	0 accounts	Verify
+ Add domain		



tombridge.com

? Unverified

Steps to verify

Add this TXT record to your domain registrar's DNS settings. When you're done, click Verify. You can verify at a later time.

14 days to verify ownership of tombridge.com

apple-domain-verification=ibfPXsT3MeIGZApd



Verify

Remove Domain

Type

TXT 

TXT (text) records are used to record any textual information on a domain. They're typically used by other service providers (e.g. email services) to ensure you are the owner of the domain.

Name (optional)

@ .tombridge.com

Text

apple-domain-verification=ibfPXst3MeIGZApd

TTL (time to live)

3600

Add DNS record

Cancel

Lock

Stop Future Personal Apple Accounts



[Lock a Domain: ABM Help](#)

tombridge.com



Verified

Managed Apple Accounts

None

Lock Domain



Prevent unmanaged Apple Accounts from being created on this domain.

[Learn more](#)



Lock the jumpcloud.com domain

New accounts for this domain will need to be created in Apple Business Essentials. You can't undo this. [Learn more](#)

Lock Domain

Cancel

name@example.com

tom@tombridge.com

ⓘ Your Apple Account cannot end in @tombridge.com. Choose a different email address.

Caveats for Domain Verification and Lock

1. Once you Lock a Domain, you can't unlock it, you can only remove it.
2. Once you've setup a Federation, all future domains added are automatically locked.
3. Removing a Domain means removing all the Managed Apple Accounts in it.

Capture

Takeover, Migration, and Preparation for the Future



[Capture a Domain: ABM Help](#)

Account transfer

NEW



Keep as personal



Convert to managed

How Does This Work?



69 unmanaged Apple Accounts found

To set up Sign in with JumpCloud, start domain capture which will require accounts using jumpcloud.com to be managed by your organization. Accounts will need to be transferred or changed their email address. [Learn more](#)

[Get Started with Domain Capture](#)



Update Apple ID

Dear Primary Account,

Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting August 10, 2024, you will no longer be able to use "primaryadmin@afcr.co.uk" as the email address for your Apple ID.

Choose a different email address to continue using this Apple ID. Your data and purchases will not be affected by this change. Update your Apple ID at appleid.apple.com or on any of your macOS or iOS devices where you are signed in to iCloud.

[Learn more](#)

Apple Support

Apple ID Update Required

Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting August 10, 2024, you will no longer be able to use "primaryadmin@afcr.co.uk" as your Apple ID.
Enter a new email address to use as your Apple ID.

Don't have an email address?
[Create an iCloud email at iCloud.com](#)

Later

Continue

Your Apple ID has been updated.



From now on, sign into your account with
`afcrprimaryadmin@icloud.com`

OK

Mail

Conversations

Spaces

From ▾

Any time ▾

Has attachment

To ▾

Is unread

[Advanced search](#)



1-5 of 5 < >

- ☆ **Apple** Inbox Your **Apple ID** information has been **updated.** - Dear Primary **Account**, The following changes to yo...    
- ☆ **Apple** Inbox **Update Apple ID** - Dear Primary **Account**, Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting Aug... Jul 2
- ☆ **Apple** Inbox **Update Apple ID** - Dear Primary **Account**, Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting Aug... Jun 25
- ☆ **Apple** Inbox **Update Apple ID** - Dear Primary **Account**, Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting Aug... Jun 18
- ☆ **Apple** Inbox **Update Apple ID** - Dear Primary **Account**, Jumpcloud Inc. + Testing has claimed "@afcr.co.uk". Starting Aug... Jun 11

Date: Tue, 11 Jun 2024 22:54:46 +0000 (GMT)

From: Apple <appleid@apple.com>

To: primaryadmin@afcr.co.uk

Subject: Update Apple ID



aocr.co.uk

✓ Verified

Managed Apple IDs None

1 User Name Conflicts
Resolving 1 user name conflict, 36 days remaining

Sign In with JumpCloud

Allow users to sign in to Apple devices and services using JumpCloud accounts, through federated authentication.
[Learn more](#)

Disconnect Domain

What Drives Your Choices?

What you need to know about converting to Managed Apple Accounts

Not Every Apple Account Can Migrate to Managed

There are some things that can prevent an account's migration

Conditions That Prevent Migration

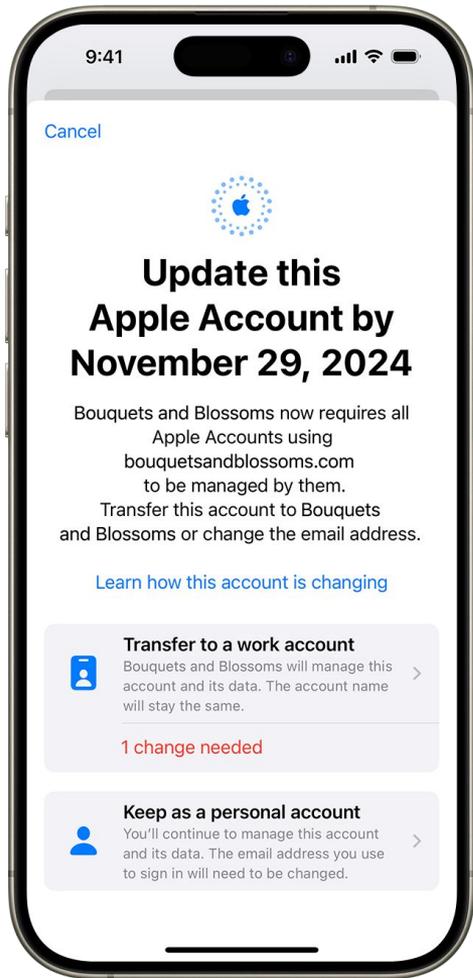
Some Apple Accounts Must Remain Personal

- Apple Cash
- Apple Wallet Cards or Balances
- Apple Card
- Apple Store Balance
- Find My is Active
- Family Sharing is Setup
- Recovery Contact is Configured
- Health Data is Present

[About Account Transfers: ABM Help](#)

Services That Survive

- App Store Subscriptions bought via In-app Purchase continue, but do not renew.
- Apps and Books follow the account to Managed, but aren't licenses in ABM/VPP
- iCloud Services (Fitness, Music, TV, etc) do not follow the account



Other Important Caveats

- **Migrating Requires iOS 18 or macOS 15.1 or later**
- Personal Data in the Apple Account is now Managed and Company-owned.
- The Geo of the Apple Account will now match the Geo of the Managed Apple Account Tenant.
- If you fail to act, it will be **kept as personal** but moved to @temporary.appleaccount.com

[If you are asked to transfer your Apple Account](#)

Federate

Just the changes for now



[Capture a Domain: ABM Help](#)

Transfer of Apple Services

You should transfer some services away from Personal Accounts on your Domain when you Federate:

- APNs Certificates ([Contact Apple to Migrate](#))
- Developer Program Memberships
 - Keep Notarization on PAAs, MAAs won't work
 - Use Subdomains or other Domains that aren't federated
 - Transfer the Account Holder if you need to.
- For GSX, Contact Apple for Help
- Apple Online Stores need to invite new Federated MAAs

[Transfer Apple services when federating: ABM Help](#)



Time to Capture is Now 30 Days not 60 Days

Shorter Windows Require More Communication.

Provision



