



As a continued focus on workforce productivity, digital enablement, and modernization, the Indiana Office of Technology (IOT) will begin the process of Account Federation for Apple accounts. Account federation lets IOT connect the state's login identity system to Apple.

This means, when using State-Issued Apple devices, you will sign in to Apple services using your **state login credentials** – no need to create a separate Apple ID and password.

In short: Account federation lets your state-issued iPhone trust your organization's login system.

What this means for you:

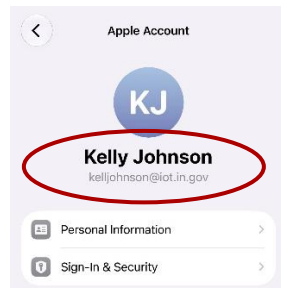
- You'll sign in to the Apple account your state-issued Apple device with the same credentials you already use (your username and password combo)
- IOT manages the account, and can help make sure you don't get locked out of your Apple account on your state-issued device
- **Users will need to update their Apple account to keep access to State of Indiana resources within 30 days of your Agency's announced Federation Date.**
 - o If you are signed into an Apple account using a **personal email address** on your state-issued Apple device, you'll need to instead sign in using your State of Indiana email address.
 - o If you are signed into an Apple account using your **State of Indiana email address**, you'll receive an email from Apple, instructing you to take the steps that allow IOT to manage the account.

What do you need to do:

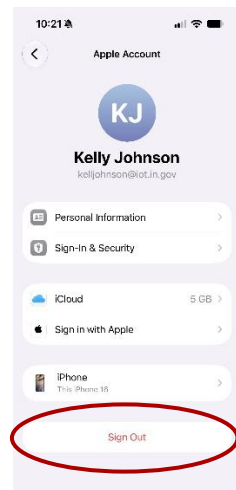
- Wait to receive the email from Apple, to ensure your agency federation effort is live.
- If you have a state-issued Apple device, check to make sure you're signed into your Apple Account using your state email address.
 - o Open **Settings** and click your name



- If your **State of Indiana email address** is listed under your name on the next screen, you'll need to follow [these instructions](#) to complete the transfer to a work account.



- If the email address listed under your name is a **personal email address** (anything other than your **in.gov** email address) you'll need to sign out of that account and sign in with your state email address, following the steps below:
 - From the **Settings** screen, tap Sign Out



- Your iPhone will ask what data you want to keep on the device (like contacts, calendars, etc.) Choose **Keep on My iPhone** for anything you need to keep.
- Finish the sign-out process by tapping **Sign Out** at the top right. It may take a moment for your device to fully sign out.
 - Back up any personal data you need to keep (photos, messages, notes, etc.)
- Go back to **Settings**.

- Once you've signed out, you'll see **Sign in to your iPhone** at the top of the Settings app.
- Sign In with your State Email address and password.
 - You'll be prompted to complete Multi-factor Authentication
 - You may be prompted to accept terms and conditions
- Your iPhone will begin setting up iCloud, backups, apps, and services allowed for Managed Apple IDs.

Users who do not complete the federation process within the 30 day deadline may lose access to State of Indiana data and systems on their mobile device until their accounts are properly federated. Once federation is completed, access is restored.

Important Note if you were logged in to an Apple ID with your personal email: Your personal iCloud data (Photos, iMessage syncing, personal backups, etc.) does NOT move into your federated account. It stays tied to your personal Apple ID.

If you have been using an in.gov account, that data will be migrated, and stay with your account.

Tips for a Smooth Transition

1. Back up personal data first

Before signing out, make sure you've backed up photos, messages, notes, and files associated with your personal Apple ID. This keeps your personal content safe and separate.

2. Move personal services to a separate device

If you rely heavily on features like iCloud Photos, iMessage syncing, or personal iCloud Drive storage, you can still use your personal Apple ID active on another device.

3. Check your internet connection

A stable internet connection makes sign-out, sign-in, and iCloud setup much faster and avoids errors.

4. Save any app data tied to your personal ID

Some apps store data in iCloud. Export or save important information before switching accounts.

5. Plan for downtime

Signing out and setting up your federated account may take several minutes. Avoid doing this right before meetings.

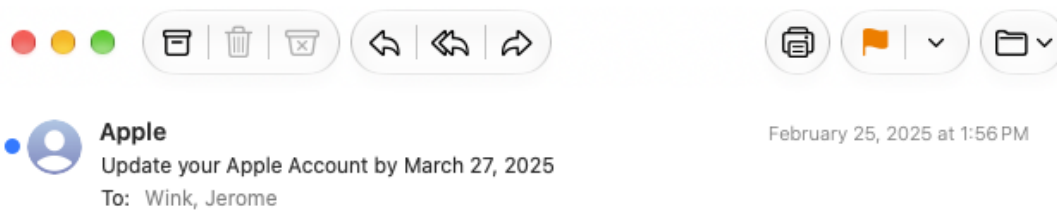
Learn More about Account Federation at <https://support.apple.com/en-us/102159>

Need Help? Contact IOT Customer Service at 317-234-4357 or toll free at 1-800-382-1095.



Valid Email from Apple regarding Account Federation

- The emails will come directly from Apple.
- You will notice the EXTERNAL EMAIL banner at the top, since it will be sent from outside the organization.



EXTERNAL EMAIL: This email was sent from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

date your Apple Account

Indiana Office of Technology now requires that all Apple Accounts using test.in. be managed by them. You need to either transfer your account to Indiana Office of Technology or change the email address by March 27, 2025.

[Learn why you're receiving this and how your account is changing.](#)

Get Started