

INSTRUCTIONS FOR CREATING ONLINE RETURN REQUESTS for UC Davis

Before getting started you will need these three items to request a return: Apple Part number, Serial number and Invoice number.

1. Go to the registration site <https://myaccess.apple.com>
2. Enter your Apple ID, or create a new Apple Business ID following step 3 below.
3. If you do not have an Apple ID, select "sign up" to create one
 - 3.1 Complete the identification fields and enter the security text. Click "Next".
 - 3.2 Check your email for the validation key. Copy/paste the key into the validation field and click "Continue".
 - 3.3 Select "Continue" on the Primary Location Selection page.
4. Use your account number, **1149111**, to find your school. Click "Search".
5. Select UC Davis and click "Next".
6. Agree to terms of Service.
 - If you have not recently updated your Apple ID you may be prompted for security questions.
7. Choose "Return specialist" as your role for the Apple Online Store.
8. Click "Submit" to complete the registration process.

You will receive an in process notification email, followed by a welcome letter. Once you have received your welcome letter, you are ready for online return requests. Visit <https://ecommerce.apple.com>, select your country, and log in to the Apple Store for Education.

Requesting a return: [Short video guide](#)

Support:

If you encounter any registration issues, please send an email to user.support@apple.com or call our dedicated support team for assistance at 1-800-800-2775, option 2, option 3.