



Nice chatting with you.

Case ID: [102565534629](#)

Here's the transcript of your chat with Apple Support:

Janit

Thanks for contacting Apple Support. Please give me a moment to look over the information you have provided.

Janit

Hello, as I can understand you are facing some issues with your Apple Account. Could you please elaborate your concern so that I can better understand the issue ?

Connie Heckel-Eaddy

Hi! I was trying to create a new apple account to set up my Mac, but each time I get the "your account cannot be created at this time" message. I have tried different email accounts, and phone numbers and that message pops up each time.

Janit

Oh I see, rest assured you have contacted the right place for help and you have got me on this one.

I'll be asking you some questions so that I can document the case and we can proceed further.

Could you please confirm if the email address that you are trying to use for creating the Apple Account ?

Connie Heckel-Eaddy

Great! Yes, it is: connie.heckel-eaddy@sonepar-us.com

Janit

Thank you for confirming.

As I am checking may I know if you are trying to create an business account or any organisation account ?

Connie Heckel-Eaddy

It is for a personal account

Janit

Okay noted that,

May I know if the apple device which you have tried to use is updated to its latest software version ?

And have you tried account.apple.com and check from there as well?

Janit

And just to cross verified may I know if you are trying to create an adult account or a child account ?

Connie Heckel-Eaddy

Yes it is for a Mac Book Pro, and it has the latest software installed. Yes I did try to create a new apple id account from that site, and received the same error message. I created a new gmail account to try to create an apple account with the same error, and also tried on 2 different devices.

Janit

Thank you for confirming. Please allow me a moment to check my resources for you.

Janit

Thank you for your patience. I have made some changes from my end. Please try to create the Apple Account now and let me know if you are able to create it. [How to create a new Apple Account](#)

Janit

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

Connie Heckel-Eaddy

Hi I tried and got the following error

Janit

Okay I see, in that case it might be possible that the email you are using is not be supported as per Apple policies.

Janit

In that case I would request you to please try to use any other email address and check if you are able to create the Apple Account.

Connie Heckel-Eaddy

I did try conniesonepar@gmail.com and had the same issue.

Janit

Okay may I know if you are getting cannot create this time error again on this email as well ?

Connie Heckel-Eaddy

I received the same error when trying with the conniesonepar@gmail.com

Janit

Okay noted, in that case I have make some special exception so could you please try to do that once again ? [How to create a new Apple Account](#)

How to create a new Apple Account

Janit

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

Connie Heckel-Eaddy

I did that and then encountered an error and I was brought back to the sign in page.

Janit

Okay I see, in that case I would request you to please try to create the Apple Account from any other device and check if you are able to create it.
And if the issue still persist then I would request you to please try to create the Apple Account after 24 hours as I have made some changes and it might take some time to be reflected.

Janit

And if the issue still persist then you can contact us back with the same case id 102565534629 and we will be happy to help you with the same.

Janit

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

Janit

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

Janit

Since we haven't heard from you in a while, we are going to end your chat session soon. If you still need help, please chat us back.

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.