



I have a _____ computer
(e.g. Power Mac G5, MacBook)

My Mac

Click on the Apple and select About This Mac.

Mac OS Version: _____

Processor: _____

Memory: _____ MB or GB (circle one)

Click twice on the word "Version" to see the serial number.

My serial number is _____

Click on the More Info button to find the following information. It may also be on your sales receipt.

My hard drive is _____ GB

My optical drive is (circle one):

CD-ROM/CD-RW/DVD-ROM/DVD-RW

My Account

Click on the Apple and select System Preferences. Then click on the Accounts icon.

My account name is _____

My account short name is _____

My account password is _____

My account is Admin/Standard/Managed
(circle one)

If this account is not an Admin account, which account is the Admin account?

Admin account name _____

My Apple ID

This may be your email address. It is usually the account name used in iTunes and iPhoto.

My Apple ID is _____

My password is _____

My Mac Emergency Contacts

AppleCare: <http://www.apple.com/support>

Apple Tech Support:

U.S. 800-275-2273/Canada 800-263-3394

Retail Apple Store _____

Apple Service Provider _____

Mac-savvy friend _____

My Internet

Get this information from your internet service provider.

My ISP is _____

Their phone number is _____

Their website is _____

My account name is _____

My password is _____

To connect, I use (check all that apply):

Internal modem

dial-in phone number: _____

DSL modem brand/model: _____

cable modem brand/model: _____

router brand/model: _____

I connect wirelessly:

Network name: _____

Password: _____

My Email

Get this information from your email provider. The email provider is often the internet service provider.

My email provider is _____

Their phone number is _____

My email address is _____

My email password is _____

This is a .Mac/POP/IMAP account (circle one)

My incoming (POP) mail server is:

My outgoing (SMTP) mail server is:

Port number _____ Authentication? Y/N

Attach additional sheets for more email accounts.

My Backups

Backups are important for protecting your data.

My backup software is _____

My backups run daily/weekly/monthly (circle one)

My backups are to (circle one):

external hard drive/DVD/iDisk