Information about my Mac

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Summary

This article helps you keep serial numbers, configuration information, passwords and other information about your Mac organized and accessible.

Products Affected

Mac OS, Portable Computers, Desktop Computers

Whether your Mac asks you for certain information or you're seeking help from an Apple Advisor, Genius, or an Apple Authorized Service Provider (AASP), there may come a time when you need to have easy access to your serial number, hardware configuration, passwords, and so forth. Print (or copy/paste) and fill out the "cheat sheet" in this article and store it in a safe and secure place to avoid others from finding out your important passwords. Remember to update it should you ever change a password.

The answers to some of these questions can be found in System Profiler. To quickly access it, choose **About This Mac** from the **Apple** () menu, then click "More Info...".

My Mac hardware		
Questions	**Answers**	**Notes**
What kind of Mac do I have?	_____	For example, a Mac Pro, a MacBook Pro, and so forth
How much memory is installed in my Mac?	_____ GB of RAM	For example, 4 GB of RAM
What kind of processor(s) does my Mac have?	_____	Find this in the About This Mac window or System Profiler
How large is my Mac's hard drive?	_____ GB	For example, 500 GB large
My Mac's serial number is:	_____	Find it on your Mac, in System Profiler, in the About this Mac window, on your Mac's shipping box, or on your sales receipt
When was my Mac purchased?	_____	
What is my AppleCare Protection Plan information?	Agreement #:	Fill this in if you have extended coverage with an AppleCare Protection Plan

My Mac OS X software and my Apple ID		
Questions	**Answers**	**Notes**
What version of Mac OS X do I have installed currently?	Mac OS X _____	Such as Mac OS X v10.5 Leopard or v10.6 Snow Leopard
What version of Mac OS X came with my computer?	Mac OS X _____	If you're not sure, see this article
In Mac OS X, my account name is:	_____	If you don't know, choose **System Preferences** from the **Apple** menu, then choose **Accounts** from the **View** menu
My Mac OS X account password is:	_____	
If my account is not an admin account, which account is an admin and what is its password?	name: _____ password: _____	Fill this in only if you aren't using an administrator account; usually you will be the admin if you're the owner of the computer
Does this account use FileVault?	___ Yes ___ No	If you don't know, check Security preferences in System Preferences
My master password for this computer (if		To see if a master password has been set, check

set) is:	_____	Security preferences in System Preferences
My Apple ID name is:	_____	An Apple ID gives you easy access to Apple services. To learn more, see this webpage.
My Apple ID password is:	_____	
Do I use Time Machine to back up my computer?	___ Yes ___ No	See this article for more information about Time Machine

My Internet connection (optional)		
Questions	**Answers**	**Notes**
Who is my Internet Service Provider (ISP)?	_____	Such as Comcast, NetZero, RoadRunner, AOL, EarthLink, Cox, and so forth
What is my ISP's support phone number?	_____	
What is my ISP's support website?	www. _____	
If I have an account with my ISP (to connect to the Internet), what is the user name and password:	name: _____ password: _____	
What brand of equipment do I use to connect to the Internet via my ISP?		For example, do you use a modem/router provided by your ISP? Do you use a third-party router or cable modem? Do you use an Apple AirPort base station? Do you connect wirelessly, via Ethernet, or both?
If I usually connect wirelessly to a password-protected access point, what is the access point's name and password?	wireless network name: _____ password: _____	Mac OS X can remember this information for your convenience, but you may wish to have it written down here as well
Does my phone work through my Internet connection (VoIP)?	___ Yes ___ No	If your phone works through your Internet connection (even if your ISP is not your phone service provider), you may need to use a different phone to contact your ISP's support for Internet connection issues
What other computers or devices use the same Internet connection, if any?		For example, other Macs, iPhones, iPads, gaming systems, or DVRs on your home network

Tip: See What to ask if you're having issues sending, receiving, or configuring Mail for a detailed sheet where you can write down your email settings.

Additional Information

If you would like a new copy of this sheet, visit http://support.apple.com/kb/HT2471 .