

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 set) is:	_____	To see if a master password has been set, check 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