Checking Apple Computer Age/Support Coverage

1. Find the **serial number** of the computer
   - If you can log into the computer, you can find it by going to the top left of the screen clicking on the Apple logo -> **About this Mac**.
   - If you cannot log into the computer or the serial number is not listed, follow the more detailed instructions found on Apple’s support pages [here](#).

2. Once you have the serial number, enter it on Apple’s **Check Coverage** page found [here](#). Enter the serial number and the captcha code found below it.

3. If the computer is still under AppleCare, the page will look similar to the screenshot below. If support has expired, please skip to point 5 on the following page.

4. Weinberg College IT provides full support for computers for **four years after purchasing**, you can find more information about our support policies [here](#).

It is required that computers are purchased with a minimum **three year warranty** (AppleCare). Apple’s page provides the expiration date of the three year warranty.

In this example image, the warranty expires on August 4, 2019. This means that the computer was purchased three years earlier, on August 4, 2016, and that it is supported by Weinberg College IT until August 4, 2020. **After August 4, 2020, this computer will be eligible for replacement.**
5. If Apple’s Check Coverage Page looks like the screenshot below, it means that the required three year AppleCare warranty has expired. It is possible the computer is still supported, but Apple will not provide you with an exact purchase date.

Computers are fully supported by Weinberg College IT for up to four years, so please contact Weinberg College IT (you can do so by emailing Weinberg-it@northwestern.edu) with the serial number of the computer in question to find out the actual purchase date and the actual date of end of support.

We encourage each department to keep records of their computer inventory to assist in this process.