



Congratulations on your new Mac purchase! Thank you so much for choosing to purchase locally. We're sure you already took into consideration the impact that a local purchase has on the community.

## Important Information For Your Records

Whether this is your first Mac or you've been a long-time Apple user, there are several things that CSC has identified as noteworthy information for you.

If you bought software titles with your purchase (like Microsoft Office, QuickBooks, etc.), it's imperative that you keep the packaging or take pictures of the license keys and keep them somewhere safe.

On that same note, if we have assisted you with creating an Apple ID (for iCloud, iTunes, App Store, etc.), or a password for your machine, please take the time to document those passwords now and store them somewhere safe as losing this information can be very time consuming and very costly.

## Options, Options, Options .....

1. One of the benefits of purchasing your computer through Charlotte Street Computers is that we offer *free classes*. The classes are over an hour long and change depending on current trends. If you need more in-depth training, or want to learn more about topics that aren't covered in our classes, we also offer *one-on-one tutoring* (fees apply).
2. If the classes are not able to answer all of your questions, consider booking a *one-on-one tutoring session* (fees apply). It's best to call in advance and schedule these tutoring sessions, but if you find your way to our store with a question that can't be answered in just a few minutes, oftentimes we'll find a technician who can help you right away. To schedule a session, call (828) 209-6606 (onsite coordinator) or (828) 225-6600 (our main number).
3. If you need help setting up any of your devices (computers, printers, routers, Apple TV's, etc.), or if coming in is not convenient for you, we can also *set up an onsite visit* to come to your home or business (fees apply). Call our onsite coordinator at (828) 209-6606 for more information or to set up an appointment.
4. With every new Mac purchase, you get 90 days of free tech support with Apple, and if you purchased AppleCare, tech support is extended for a full 3 years. Apple's phone number is 1-800-MY-APPLE (1-800-692-7753)



iCloud or Apple ID : \_\_\_\_\_

Pwd: \_\_\_\_\_

Recovery Email: \_\_\_\_\_

Mac Admin Pwd: \_\_\_\_\_  
(Computer)

Recovery Q&A: \_\_\_\_\_

Recovery Q&A: \_\_\_\_\_

Recovery Q&A: \_\_\_\_\_

Email (1) : \_\_\_\_\_ Pwd: \_\_\_\_\_

Email (2): \_\_\_\_\_ Pwd: \_\_\_\_\_

Licensed Software: \_\_\_\_\_

Key: \_\_\_\_\_

Licensed Software: \_\_\_\_\_

Key: \_\_\_\_\_

Licensed Software: \_\_\_\_\_

Key: \_\_\_\_\_

Number to Call for Help:

828 - 225 - 6600

