**Registering Your Dell Computer**

This document will walk you through the steps needed to register your Dell computer to ensure that you have complete coverage of all your warranties.

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**System Registration**

Please note, it is extremely important that you register your computer as soon as possible and not wait until there is an issue. Registering your computer can speed up the process with warranty claims and tech support. Failing to register your computer immediately after purchase can cause delays. LoJack Theft Recovery should be activated upon registering your computer with Dell.

- The first step will be to register your computer at www.dell.com/register or call 1-800-624-9897.
- Select the country of where you purchased your Dell computer.
- Select the store the computer was purchased from. In this case, it will be the University Bookstore.
- Fill out your information and the service ID tag off the back of the computer. Example (93VRBH1).
- Click on the submit button at the bottom.
- The registration process can take up to 5 business days for the system to reflect the process. This will also not show your current warranty status as it will take up to 5 business days to reflect in Dells system.

**Warranty**

- Check your warranty status via the following link: http://support.dell.com/support/topics/global.aspx/support/my_systems_info/details?c=us&l=en&s=dhs&~ck=mn
- Click on Change Service Tag.
- Enter you service tag off the back of the computer.
- It will then list out the start date and end date for each section of the warranty purchased with the system. If the warranty information does not agree with the program purchased please contact Technical Support via phone or via email http://support.dell.com/support/topics/global.aspx/support/chat/hardware_chat?c=us&cs=19&l=en&s=dhs.
- If your computer is Dead on Arrival, which means that is not functional upon turning on your computer, return your computer to the store where you purchased it immediately.
- If your computer has a minor issue and is under warranty, this can be handled by contacting Dell warranty online or technical support call number (24/7) 1-866-243-9297.

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**LoJack Activation**

1. Locate the LoJack desktop icon.
2. At the LoJack for Laptops Install splash screen, click Next.
3. Click Start Install.
4. Click “I accept the terms of the license agreement” and then click Next.
5. Enter your contact information into the fields provided, then click Next. All fields must be completed to continue.
6. When the registration page is successfully completed, the installer will retrieve some survey questions. Click Next to continue.
7. Click Install.
8. Click Finish to complete the installation. The Install Manager will remove itself from the desktop and from Add/Remove Programs as added security.

Note: To group multiple computers under the same account information, be sure to use the same account name and password on each LoJack for Laptops installation.

**How do I know if LoJack for laptops is correctly installed?**

Perform a test call from the LoJack for Laptops Account Page:

1. Log into the account website using your account name and password.
2. Click the Test Call button located at the bottom of the page.
3. On the Perform a Test Call window, click Test Call.
4. Accept the ActiveX control by clicking the yellow bar at the top of the page and selecting “Install ActiveX Control”.
5. Click Install to install the Recovery ActiveX Control Module.

Note: If Windows Firewall is installed, click Unblock to accept the incoming connection.

Once complete, the Test Call window will show the status of the test. If unsuccessful, wait 24 hours and try again, as the issue may be due to temporary network congestion.

http://www.absolute.com/support

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**Patriot Computers**

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