Getting your notebook ready for mail-in service

1. Create a [backup](#) of all your documents, photos, music, videos, and other files to [external storage devices or cloud storage](#).

2. Make a record of any usernames and passwords for any accounts, programs, or services that you may need to reinstall or reconnect to.

3. Remove all accessories, such as memory cards, USB drivers, or wireless adapters plugged into any of the ports on the computer, unless the service issue is that it is stuck and cannot be removed.

4. [Reset your device](#) to factory settings.

5. Include the battery and AC adapter.

6. Your notebook is ready to be shipped in for service. If you already arranged to have it repaired, you should have received instructions on how to mail it. If you didn't get the instructions or you misplaced them, [contact us](#) for support.