

# Protect Your Computer From Theft

## Congratulations for purchasing the Computrace Computer Theft Recovery Service from Absolute Software

The Computrace® software is already installed and active, but you must visit [www.absolute.com/sci](http://www.absolute.com/sci) to register your PC's serial number in order to protect your notebook against theft. For the Terms & Conditions required for registration, please visit [www.absolute.com/pdf/eula.pdf](http://www.absolute.com/pdf/eula.pdf)

Computrace is a software-based computer theft recovery service that tracks, locates and recovers stolen computers. In the event that your notebook is stolen, our Recovery Team will track its location and partner with local law enforcement agencies to recover and return the notebook to you - and if we can't recover it within 60 days, you may be eligible for a Recovery Guarantee of up to \$1,000\*

Note: Although you have purchased the Computrace service, you may discontinue it at any time. Please contact your school's IT department for further details.

## How to Activate the Theft Recovery Service

1. Record your notebook's serial number on this page and store it separately from your notebook. This information is needed by our Recovery Team if your computer is ever lost or stolen. (The serial number is located on the bottom of HP notebooks, see figure 1.)

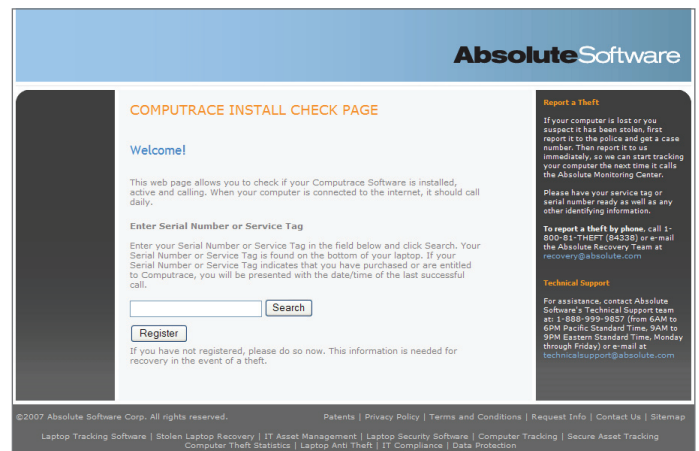
Record Your Serial #:

2. To register and store your serial number online, visit: [www.absolute.com/sci](http://www.absolute.com/sci) and click the register button (figure 2). This ensures that we know which computer is yours in the event of a theft.

Figure 1



Figure 2



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\*Certain conditions apply. For full details, see terms and conditions at [www.absolute.com/pdf/eula.pdf](http://www.absolute.com/pdf/eula.pdf)

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## Ensuring Your Computer Is Protected Against Theft

To remain eligible for the \$1,000 Recovery Guarantee and to ensure your notebook is protected, your notebook must connect to the Internet at least once a month. This will enable the Computrace software to make contact with the Monitoring Center and register your computer's location. To confirm your Computrace Software is active and calling, please visit: [www.absolute.com/sci](http://www.absolute.com/sci) and follow the instructions. (You should check this at least once a month.)

## The Absolute Recovery Team

The Absolute Recovery Team can find your missing computer because they know who to call and where to look. Our team is staffed by former police officers and seasoned professionals who have spent years building relationships with police and security agencies across the United States and Canada. Knowing how law enforcement works has helped us achieve the highest recovery rate in the industry.

## Reporting a Theft

First report the theft to the police and get a case number. Then contact Absolute.

PROVIDE	Serial Number and Police Case Number
PHONE	1 800 81 THEFT
FAX	1 604 730 2621
	Attention: Recovery
EMAIL	<a href="mailto:recovery@absolute.com">recovery@absolute.com</a>

## Technical Assistance

HOURS	Monday through Friday 6am to 6pm PST 9am to 9pm EST
PHONE	1 888 999 9857
EMAIL	<a href="mailto:techsupport@absolute.com">techsupport@absolute.com</a>

**When calling, please identify yourself as a "Student Computing Initiative Customer", and provide your name and the name of your school.**

## 5 Tips to Prevent Notebook Theft

1. Use a cable and lock to prevent thieves from walking off with your notebook.
2. Avoid leaving your notebook unattended, even for a minute. Keep your belongings in sight at all times.
3. When not in use, lock your notebook in a cupboard, notebook cart or other secure facility at school or at home. If it must be left in a vehicle, cover it up or lock it in the trunk.
4. Keep your notebook inconspicuous on the street. Carry your notebook in a backpack or a school bag, instead of a tell-tale notebook bag, which makes it obvious what is inside.
5. Activate the Computrace Software that ships in 'sleep' mode on your notebook. Absolute Software cannot track and recover notebooks that have not been properly activated.

