

As long as you continue to log into your WSU email, it will remain active. If you do not log in for over a year, your email will be deactivated.

Microsoft Office is no longer on your laptop; however, you can still use Microsoft Office Apps online through your WSU email. **If your Alumni email is inactivated, you will also lose access to your O365 apps.**

Note: MS Office 365 licensing is subject to change based on the discretion of Microsoft.

Your device was purchased from Aspen Capital, our leasing company, so their name will appear on your credit card statement, not WSU.

The Mac laptops no longer come with antivirus software. If you require antivirus protection, you will need to purchase it separately. Comodo is a recommended free software.

Your purchased laptop is under warranty until approximately April or May of 2025, depending on the manufacturing date. If you experience any issues within the first 30 days after purchase, WSU Tech Support will assist you. **After 30 days, please use the contact information provided below.**

For Apple laptops: Your MacBook is covered by an Extended Service Plan (ESP) through Safeware Inc. This does not include protection against damage or theft. You can file a claim online at <https://www.safeware.com/Contact-Us> or call 800-800-1492.

For HP laptops: Your Elitebook is covered by the HP manufacturer warranty. You can call 1-800-HP-INVENT (1-800-474-6836) or visit the HP website to initiate the warranty claim process at: <https://www.hp.com>.

Damage and Theft Protection: If you have any remaining semesters of coverage, you will receive a prorated refund to your student account. Typically, coverage expires at the end of the semester in which you graduate. For any questions regarding this coverage, Please contact laptopguard@winona.edu.

Technical Support Center | (507) 457-5240 | TechSupport@winona.edu
Winona State University | Somsen 207 | <http://www.winona.edu/it>