

2024 Model Post-Buyout Information (2026 Laptop Sale)

As long you keep logging into your WSU email it will stay active. If you do not log into it 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.

You purchased your device from Aspen Capital, our leasing company, so that is the name that will show up on your credit card transaction – not WSU.

The Mac laptops have macOS Tahoe operating system on them.
The PC laptops have Windows 11 operating system on them.

The Macs no longer will have antivirus software on them. If you want antivirus software, you will need to purchase it on your own.

2024 model laptops are covered under an extended service plan through **Safeware, Inc.**, which expires **9/1/2027**. 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 support.

In the Safeware portal, you will be able to locate your plan and file claims on your covered product. Below are step-by-step instructions on how to file a claim.

- Go to www.safeware.com/myclaim
- Select the Advanced Search option, enter your device serial number, and click the "Continue" button.
- Confirm the product on which you wish to file a claim, and click the "Submit Claim" button.
- You will be redirected to the "Submit a Claim" page where the school's contract information will auto-populate. Please update these fields with your own contact information prior to moving forward with your claim.
- Under the "Product Information" section, choose the type of event that has caused the need to file a claim on your product.
- Under the "Claims Details" section, choose the date that the failure occurred. Proceed to provide a detailed description of what happened to cause the problem with your product.
- Click the final "Submit" button located at the bottom of the screen.

You will receive a confirmation message stating your claim has been received, along with your reference number for your records. If you would like to check the status of your claim, please contact the Safeware Solution Center at 800-800-1492 and follow the appropriate prompts.