AppleCare Reference Information for Education

To contact	Targeted to: hours of operation	Call or go to
User (Tier 1) Support	Users: 7 a.m. to 8 p. m. Central weekdays; 8 a.m. to 8 p.m. Central weekends	Education: 800–800–2775 All others: 800–275–2273

Enterprise Support:
    AppleCare OS Support
    Help Desk Support
	Designated contacts for these support agreements
	    AppleCare OS Support: Hours depend on agreement
	    Help Desk Support: 8 a.m. to 8 p.m. Central
		866–752–7753

Service Provider Administrative Support	Service Accounts	https://gsx.apple.com
Service Provider Tech Support	Service Accounts (5 p.m. Sun. to 9 p.m. Fri., Central)	http://service.info.apple.com/

* Support only for units purchased direct from Apple by corporations or by Federal, State or Local governments.

To find information online about	Go to
Support, Discussions Software, Manual downloads Specifications Do–it–yourself parts Repair status Product registration Exchange & repair extension programs	http://www.apple.com/support/
Service coverage (warranty, AppleCare)	https://selfsolve.apple.com/GetWarranty.do
Service providers (locations, phone number, etc.)	http://www.apple.com/buy/locator/service
Service programs for institutions	http://www.apple.com/support/programs/
Support & service products (AppleCare Protection Plan, AppleCare OS Support, etc.)	http://www.apple.com/support/products/
AppleCare OS Support Account Maintenance	https://aps.info.apple.com/cgi-bin/WebObjects/AccountAccess (For institutions with AppleCare OS Support)
Service parts Creating a repair order Repair history Service coverage (warranty, AppleCare) Service invoices & statements GSX help Service News	https://gsx.apple.com (For institutions that participate in self-servicing or higher education Apple authorized service program)
Service manuals Service program manuals GSX QuickStart Guide Service training & certification Certification exam promo codes	https://gsx.apple.com (For institutions that participate in self-servicing or higher education Apple authorized service program. Accessible through link "Service Source" on GSX home page.)

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For questions about	email
Technician certification	certifications@apple.com
Service technician training	scv.trng@apple.com
Authorization as a service account	svc.authorize@apple.com

Enrollment of
    AppleCare OS Support
    Xsan Support
    Help Desk Support
	enterpriseadmin@apple.com