

How do I find the service or asset tag of my computer?

Article Number: 265 | Last Updated: Mon, Apr 6, 2020 at 9:09 AM

ITServices regularly requests equipment service tag [previously referred to as an asset tag] information so that we can uniquely identify a specific piece of equipment, its history, and its warranty status. Follow these instructions to locate the service tag information for your computer.

Instructions [Software Identification]:

If a computer is on, you may find it easier to get the service tag information from Windows or OSX, rather than attempting to locate the physical service tag.

Windows 10

1. Click the **Start Button** in the bottom left corner of your screen.



2. Type in **This PC** and **right-click** the "This PC" app that search returns and go to **Properties**.

View basic information a

Windows edition _____

Windows 10 Education

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System _____

Processor:

Installed memory (RAM):

System type:

Pen and Touch:

Computer name, domain, and w

Computer name:

Full computer name:

Computer description:

Workgroup:

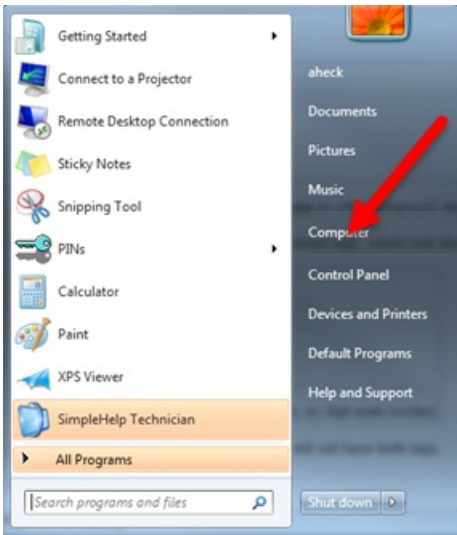
3. Please mention what it says under Computer Name.

Windows 7

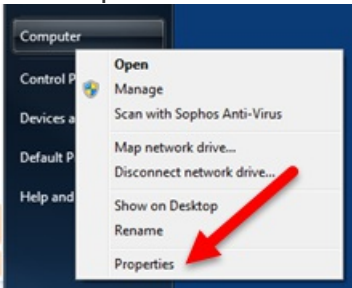
1. Click the **Start Button** in the bottom left corner of your screen.




2. Right click on **Computer**.



3. Select **Properties** from the menu that appears.



4. Under the section titled **Computer name, domain, and workgroup settings**, the **Full computer name** is the service tag of your computer [A4001993, in this example].

 You may need to scroll down to see the **Full computer name** field.

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OSX

1. Click the **Apple Menu** in the upper right hand corner of your screen and select **System Preferences** from the menu that appears.
2. Click the **Sharing** option in the **System Preferences** window.
3. The **Computer Name** is the service tag of your computer [A4006594, in this example].

Instructions [Physical Identification]:

Current IT Service Tags look like this:

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UBC Okanagan IT Service Tag Example

[red background, white text, no logo, black barcode on white background, seven digit number]

Previously, ITServices used UBC Okanagan Asset tags, which look like this:

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UBC Okanagan Asset Tag Example

[silver reflective background, black logo and text, six digit asset number]

A device will only have one or the other - it will not have both tags.

Laptop Computers

The service tag is located on the bottom of the laptop.

Desktop Computers

The service tag is either located on the top of the computer, or the back of the computer.

LCD Monitors

The asset tag is located on the back of the monitor.

What should I do if I cannot locate the Asset Tag information?

If you cannot locate the asset tag information for a particular device, send us the serial number instead. We track both pieces of information - the

asset tag is shorter and consistent across all devices, which is why we prefer to use it.

For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

Posted by: Chase Tompkins - Wed, May 27, 2015 at 1:15 PM. This article has been viewed 115043 times.

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