



Thank you for choosing Safeware to protect your technology! This guide provides you with the information you'll need to submit a claim through Safeware's online claim submission portal.

Your Safeware Portal Login Credentials Are:

Organization Name:

User ID:

Password:

- 1** Visit my.safeware.com and enter your login credentials (listed above) to access your Safeware claim submission portal.
- 2** Follow the prompts and enter the Serial Number of the device needing service. In order to locate the correct device, please ensure that the Serial Number being entered matches the one that was submitted with your policy packet.
- 3** Once you enter the Serial Number, click "Lookup!" and the portal will display the policy information for the covered device.
- 4** Before submitting the claim, please ensure all information displayed is correct and update/complete the shipping information section. In the event of a theft, you will also be asked to upload a police report in this step.
- 5** Once all the required information has been filled in, submit your claim! Safeware will quickly notify you of your claim number and will also provide status updates using the preferred contact method indicated on the claim submission screen.
- 6** The status of open claims can be tracked throughout the process. When you log in to the portal, hover over the "Claims" tab at the top of the screen. You will have the option to either access all "Claims by Status" or individual "Claim Lookup."

**Questions? Contact the Safeware Customer Care Team
at customercare@safeware.com.**