

# Finding your computer name

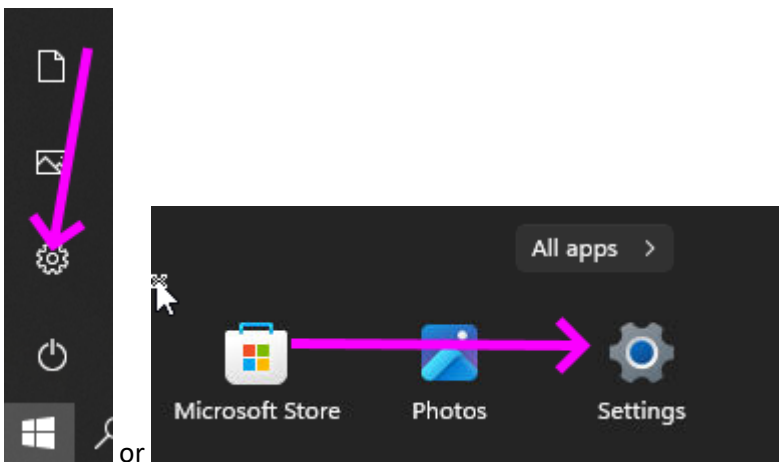
When requesting support, it is usual we'll need to be able to identify your computer in order to provide assistance. It would be helpful if you could have your computer name handy and include it with your request.

The steps are essentially the same with Windows 10 and Windows 11 although they look slightly different.

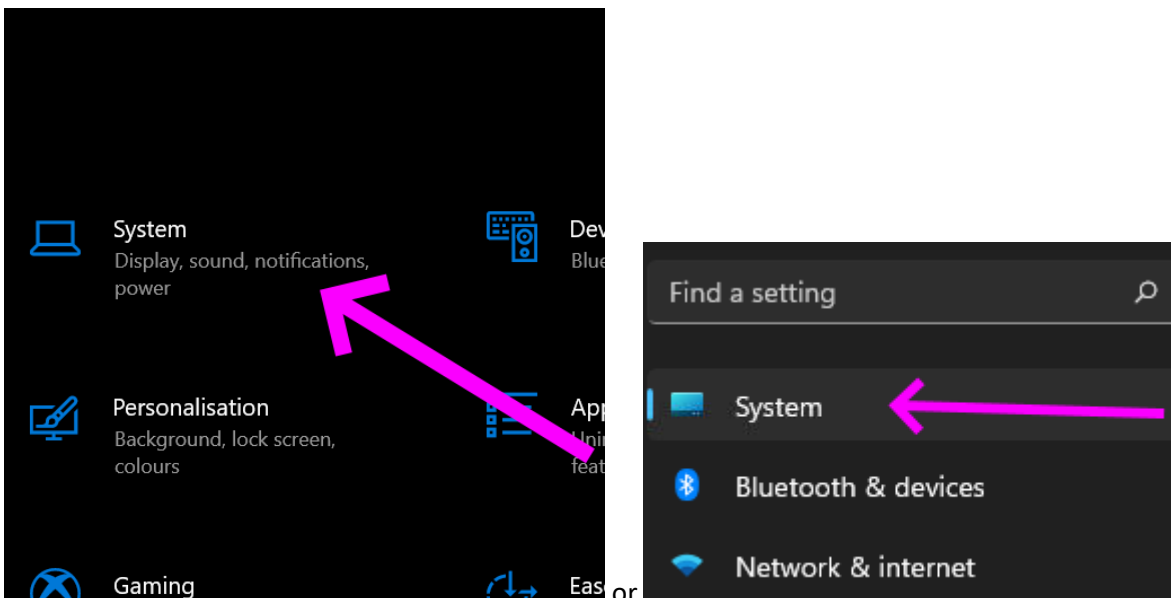
First, open the start menu



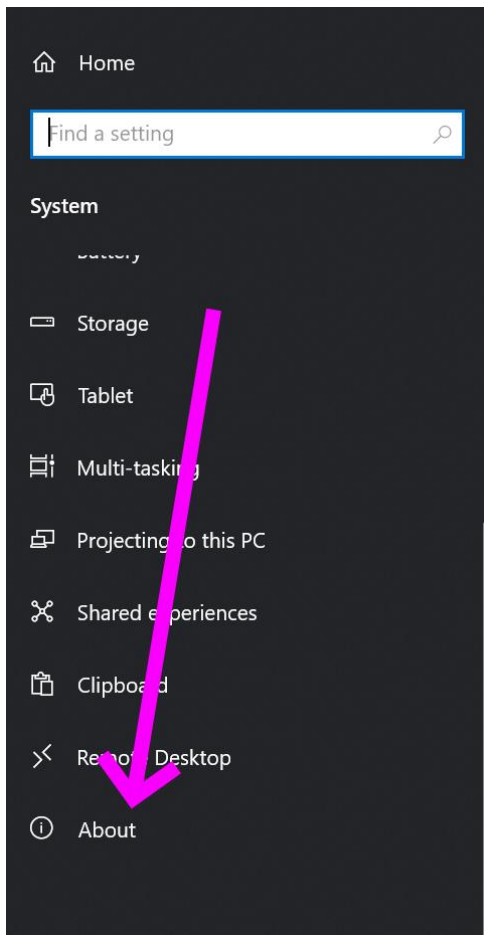
Then pick Cog



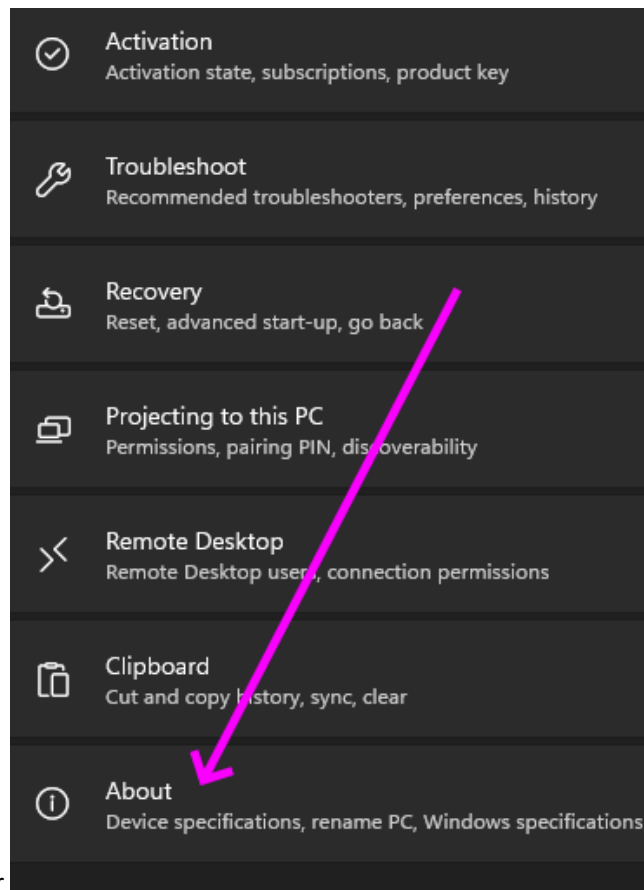
Then pick System:



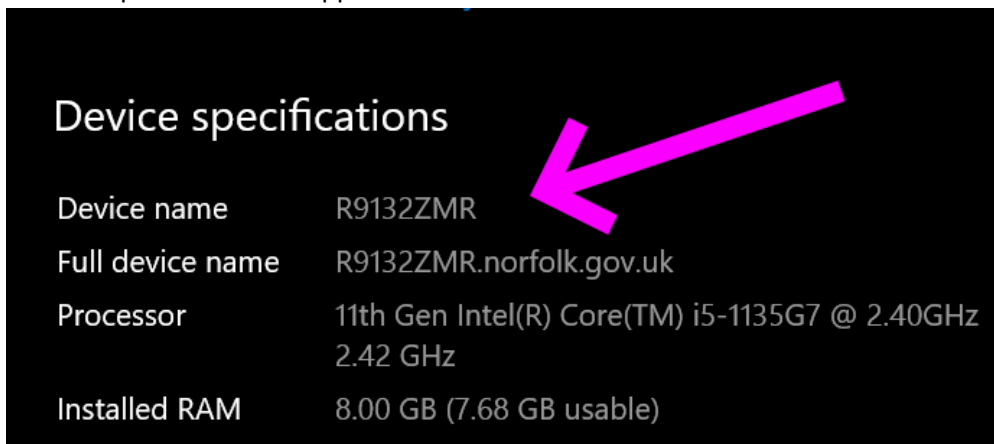
Then pick About:



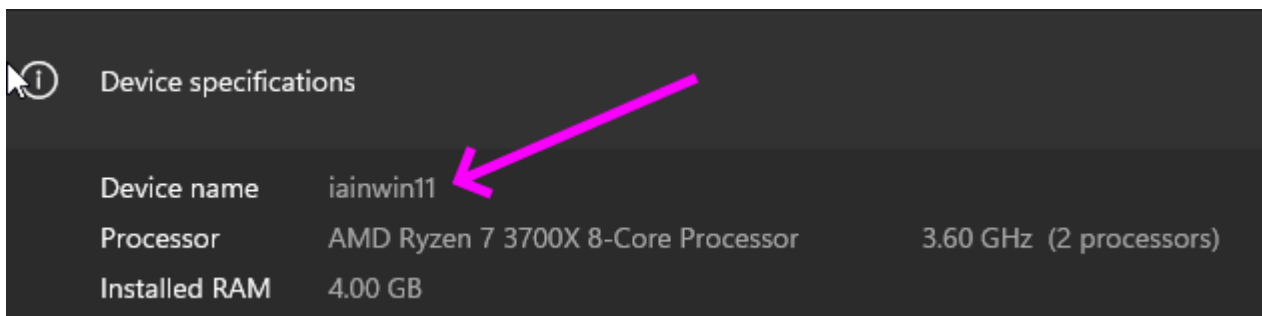
or



Your computername will appear as "Device name":



Or



If for any reason (for example your computer will not turn on) you can't get the computer name, it is often possible to locate it via serial number or service tag; this will usually be on a label on the side or underneath the computer.