



My Laptop




This page contains basic information about Red Hat-issued laptops and provides links to helpful documentation for Fedora CSB, Windows CSB, and macOS.

How can I find help with using my Red Hat laptop?

IT provides three types of laptop help documentation in help.redhat.com's Knowledgebase:

- **Interface introductions:** If you are new to Fedora, Windows, or Mac and do not know how to open applications or find files on your laptop, these articles give a brief introduction to the operating system.
- **User Guides:** Lists of commonly-used help articles for laptops including steps for installing new software, running updates, and more.
- **Laptop Setup Guides:** Configuration steps for your laptop. You probably received and completed a laptop setup guide when you were given your laptop, but if you need to reference the guide, we have provided links to the digital versions here.

Click the link beside your operating system for the type of documentation you want to view.

Platform	Interface Introduction	User Guide	Laptop Setup Guide
 Fedora CSB	Introduction to the Fedora CSB Interface	Fedora CSB User Guide	Fedora CSB General Setup Guide
 Windows CSB	Introduction to the Windows CSB Interface	Windows CSB User Guide	Windows CSB General Setup Guide
 macOS	Introduction to the macOS Interface	macOS User Guide	macOS General Setup Guide

How do I order laptop accessories?

If you need to order additional accessories (keyboard, mouse, monitor, etc.), click the link for your location:

- [Canada](#)
- [United States](#)
- [All other countries \(LATAM, EMEA, APAC\)](#)

How do I back up my laptop?

All Red Hat laptops must have a current backup to prevent the loss of Red Hat data. You can find instructions for Fedora in the [Deja Dup User Guide](#) and for Windows and macOS in the [Google Drive for Desktop User Guide](#).

How can I get my laptop repaired if it breaks?

To learn how to request repairs for a laptop under warranty, click your laptop type below:



[Lenovo](#)



[Mac](#)

Can I get the root password (Fedora CSB) or admin rights (Windows CSB)?

At this time all users of all supported operating systems can use administrator/sudo rights. However, we do not recommend using those for non-technical users. If you're not absolutely sure of what you're doing and what any changes to your system can do, we strongly advise against using those permissions. Deviating from the initial CSB build of the operating system can result in losing IT-GES support of your laptop if the stability of it becomes compromised and a complete reinstall might be the only supported solution. Priority will be given to those customers whose systems are fully managed by IT. If you start using administrative privilege: for your laptop or desktop, you are now responsible for implementing the required security controls. A description of your responsibilities is available at https://source.redhat.com/departments/it/it-information-security/wiki/laptop_security.

Windows CSB users who need administrator rights to their machine can follow [Getting and using Administrator rights on Windows CSB](#).

How do I install new software or applications on my laptop?

On Fedora, you can install software via the Internal Software Store (curated by IT) or the Gnome Software Catalog by following [KB0021426: Install software packages in Fedora Linux CSB](#).

Windows and macOS devices provided by IT both feature a software catalog ([Company Portal in Windows](#) and [Managed Software Center in macOS](#)).

Some software, like Adobe products, requires an approved license request. Submit the [Request Licensed Software form](#) to request a license.

Additional Resources

- Visit the [Endpoint Systems](#) The Source space for news about Fedora, Windows, macOS, mobile devices, etc.
- For information on laptop hardware, ordering, etc., visit [Laptops, Desktops, and End Devices](#) in The Source
- Refer to [KB0015833](#) for setup steps for **non**-IT provided operating systems