

# HP Inc. Support for Self Maintainers

## FY2016



# HP Inc. Self Maintainer Program Resources

# HP Inc. Self Maintainer Customer Support Team

More than ever supporting the customer is our top priority

## Contact Us:

- Voice enabled Support:
- 1-800-544-9976 (say “self maintainer”)
- Via email: [smcustomersupport@hp.com](mailto:smcustomersupport@hp.com)
- Fax: 1-877-481-5873
- Please have ready:
  - Location ID
  - CRS ID
  - Event Numbers
  - Screen Shots
  - Error Messages

## Our resources can assist with the following:

- Applications
  - Part Escalations, backorders, shipping labels
  - Product Entitlement Issues
  - Labor Claims
  - Invoice Questions
  - CSN - Channel Services Network
  - Partner First Portal
  - The Learning Center (SABA)
- \*Note** – Self Maintainer Support is non-Technical

# HP Inc. Partner First Portal

## HP Partner First Portal



"HP operates to a very simple formula: the strength of the channel equals the health of HP. We are excited about the new business opportunities ahead and are committed to our mutually prosperous partnership."

**Dion Weisler**  
Chief Executive Officer, HP

### Become a Partner

[Click here](#)

### Access Training

[Click here](#)

### Locate a Reseller

[Click here](#)

- Create an [HP Passport account](#)
- HP Passport is a single sign-on account for multiple HP web sites
- Register users with your Location ID
- Access the Learning Center for training
- Administrators can manage users
- <https://partner.hp.com>

- **Support**

- NA: 1-844-305-6881
- Canada: 1-800-668-7670
- LAR (Spanish/Portuguese): 1-866-222-2743
- [HP.AMSpartnersupport@hp.com](mailto:HP.AMSpartnersupport@hp.com)
- HP Inc. SM Customer Support  
[smcustomersupport@hp.com](mailto:smcustomersupport@hp.com)

# HP Inc. Partner First Learning Center (SABA)

hp

ME PEOPLE GROUPS ADMIN

Browse All

## Partner First Learning Center

Training & Certification

My Learning

Services Training & Qualifications

Search Catalog

▶ See Learner ID ▶ Training Calendar ▶ Partner Portal ▶ Get Support

▶ My Learning ×

▶ Announcements

- Log in using your [HP Passport account](#)
- Access via the Partner First Portal
- Access directly or through the Partner Portal
- Take the Services Training and Qualification
- WBT training with built in exams
- View your Learner ID
- Review and request learning history
- PPA's can request team training reports
- <https://hp-external.sabacloud.com>

## Support

- Learning Center
  - [qualification-trainingsupport@hp.com](mailto:qualification-trainingsupport@hp.com)
- HP Inc. SM Customer Support
  - [smcustomersupport@hp.com](mailto:smcustomersupport@hp.com)

# HP Inc. Channel Services Network

# SM Dashboard

hp

Laptops & Tablets Desktops Printers Ink & Toner Displays & Accessories Business Solutions

## HP Inc. Channel Services Network

Contact HP CSN  
Become a HP partner

HP CSN overview  
Partner programs

Useful links  
HP newsroom  
HP parts store  
HP Care Pack services

**HP partner testimonial**

"We wanted to work with a reliable company that had a genuine interest in working with us and was as concerned about our problems as we were."  
> read more

David Daikeler  
Customer Service and IT  
Manager  
Byers' Choice Ltd.  
Byers' choice

**Please Login**

User id:  
Password:

login problems? **Go**

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode **SMDB**

## HP Inc. Channel Services Network

hp csn > Self Maintainer Dashboard > Dashboard

Welcome, Nathan Hillman (0135135011) United States

Self Maintainer Dashboard

Part look up and entitlement page

Technical information

Self Maintainer Documentation

Create or modify HP Inc. global login

Create manual HP Service Delivery event for DRP mode order

HP Support Center

Create labor only in Global Service Delivery

Services Media Library

HP Unison Partner Portal

Global Operational Reports

HP Parts Store

**What would you like to do today?**

**Warranty Exchange Order**  
Check entitlement/config, part lookup, place order

**Labor Only Claim (LC)**  
Place labor only claim

**Reports**  
Operational reports, transactional reports

**HP Parts Store**  
Order non warranty parts

Enter event number:

**Find My Event**

**My Performance Metrics** ⓘ  
My company's current PPSN is 2.05

**My Frequent Parts Orders** ⓘ  
You have no saved frequent orders

**My Company Current Status** ⓘ

- Backordered Parts
- Order Status
- Pending Orders
- Saved/Unsubmitted Orders
- Part Shipments
- Defective parts not received by HP
- Labor Reimbursement Issued
- Closed Orders
- Claims Not Paid

- <https://h30125.www3.hp.com/hpcsn/?hpp>
- Obtain access from your CSN Administrator.
- Log in using your [HP Passport account](#)

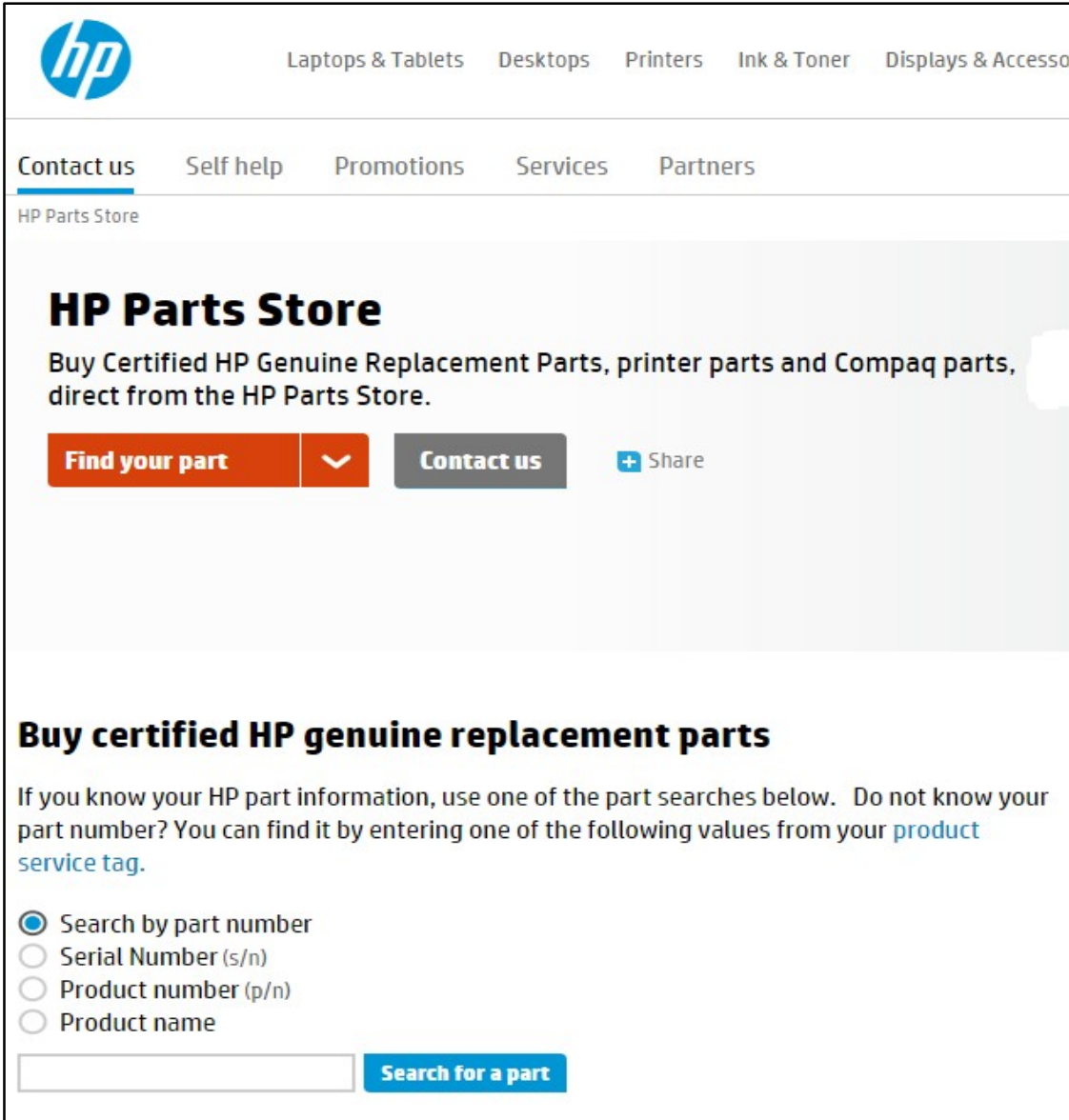
## Support

- HP Inc. SM Customer Support  
[smcustomersupport@hp.com](mailto:smcustomersupport@hp.com)

- Order Warranty Parts
- Technical Information
- Reports
- Entitlement
- Services Media Library
- Access to HP Parts Store - 35% discount



# HP Inc. Parts Store



The screenshot shows the HP Inc. Parts Store website. At the top left is the HP logo. To its right are navigation links: Laptops & Tablets, Desktops, Printers, Ink & Toner, and Displays & Accessories. Below this is a secondary navigation bar with links: Contact us (underlined), Self help, Promotions, Services, and Partners. The main heading is "HP Parts Store" with a sub-heading: "Buy Certified HP Genuine Replacement Parts, printer parts and Compaq parts, direct from the HP Parts Store." Below this are two buttons: "Find your part" (orange) and "Contact us" (grey), with a dropdown arrow between them and a "+ Share" link. A section titled "Buy certified HP genuine replacement parts" follows, with a paragraph: "If you know your HP part information, use one of the part searches below. Do not know your part number? You can find it by entering one of the following values from your product service tag." Below this are four radio button options: "Search by part number" (selected), "Serial Number (s/n)", "Product number (p/n)", and "Product name". At the bottom is a search input field and a "Search for a part" button.

- Access directly from CSN
- Receive a 35% discount
- Purchase non-warranty parts

## Support Options

- HP Parts Store Direct: [HPPS\\_RHD@hp.com](mailto:HPPS_RHD@hp.com)
- Bulk Orders (20+ Qty): [USRRP@hp.com](mailto:USRRP@hp.com)
- HPPS Post Shipment: [hpps-psteam@hp.com](mailto:hpps-psteam@hp.com)
  - HP Inc. SM Customer Support: [smcustomersupport@hp.com](mailto:smcustomersupport@hp.com)

# HP Inc. Direct Support Resources



# HP Inc. Direct Technical Support

## Telephone Support

	Phone	Choice	Choice
Commercial Warranty	800-334-5144	Say “Business Notebook”	Say “Business Desktop”
Elite Premium Support	800-334-5144	Say "EliteBook"	Say “EliteDesktop”
Commercial - HP Direct - Status Line	888-886-3292	Depot Status	On-Site Status
HP Field Tech Assist – (Level 2)	800-477-6222	Option 1 for PPS	Option 1 for Technical Support

# HP Inc. Support Case Manager – Log online cases direct with HP

The screenshot shows the HP Support Center interface. At the top, it says "HP Support Center" with "Insight Online" and "My IT Environment" dropdown menus. Below this is the "Support Case Manager" section. On the left, there are navigation links: "Support Case Manager", "Submit a case", "View case report", "Edit SCM settings", and "Help". Under "Manage your contracts & warranties", there are links for "Link support agreements", "Link HP Care Packs", "Link warranties", and "View my contracts & warranties". The main content area has a description: "Submit and manage support cases for hardware and software products using a serial number, a valid warranty, HP Care Pack or support agreement." Below this are two main sections: "Submit a case" and "Check case status". The "Submit a case" section has a text input field for "Enter contract or warranty ID", a blue "Submit case" button, and a link "Browse your contract & warranty products". Below the input field is a note: "(serial number, Service Agreement ID, Support Account Reference, nickname) ⓘ". The "Check case status" section has a text input field for "Enter the case ID", a blue "Go" button, and a link "View case report".

## Manage your HP direct cases

- Log in with [HP Passport](#)
- Submit a case
- On-site events
- Depot events
- View case report
- Link support agreements
- Link HP Care Packs
- Link warranties

<http://www.hp.com/go/scm>

# HP Inc. Customer Support - Software and Driver Downloads

hp

Laptops & Tablets Desktops Printers Ink & Toner Displays & Accessories Business Solutions Support

## HP Customer Support - Software and Driver Downloads

Support Home Products **Software and Drivers** Forums Contact Support

1 Identify > 2 > 3

### Find your software and drivers

### Start by identifying your products

**Enter my HP model number** ?

Example: "OfficeJet 2620", "D4H21A", "LaserJet Pro P1102w", "Envy 15 k110tx"

Find my product

- Drivers
- Firmware
- Manuals
- Advisories, bulletins & notices
- Troubleshoot a problem
- Top issues
- Most viewed solutions

<http://support.hp.com/us-en/drivers/>

# Driver and support eAlerts

The screenshot shows the HP website's subscription management interface. At the top, the HP logo is on the left, and navigation links for 'Laptops & Tablets', 'Desktops', 'Printers', 'Ink & Toner', 'Displays & Accessories', 'Business Solutions', and 'Support' are on the right. Below the navigation is a main heading 'Get connected with updates from HP' with the subtext 'Your source for the latest technology information for enterprise and SMB customers'. The page is divided into two main sections: 'My subscriptions' and 'Manage your profile'. Under 'My subscriptions', there are two active subscriptions: 'Driver and support eAlerts' and 'HP Business Outlet offers'. Each subscription card includes a small thumbnail image, a description of the service, and buttons for 'Subscribed' (with a checkmark) and 'Unsubscribe'. Below each card is a link to 'Click here to view a sample' and a blue 'Edit preferences' button. The 'Manage your profile' section on the right contains links for 'My subscriptions', 'General preferences', 'Personal information', 'Update email address', 'Create/change password', and 'Sign-out'.

Driver and support eAlerts

Get the latest updates on my products delivered straight to your Inbox.

HP Business Outlet offers

Get the latest deals on refurbished, closeout and overstocked business PCs, business servers, and printing and digital imaging products.

[www.hp.com/go/myadvisory](http://www.hp.com/go/myadvisory)

The screenshot shows the HP website's product selection interface. At the top, the heading 'Products' is followed by 'Simple search' and 'SAID'. Below this is a search bar with a dropdown menu for 'Choose a product category' (set to 'Laptops and Hybrids') and a search input field containing 'elitebook'. To the right of the search input is a magnifying glass icon. Below the search bar is another dropdown menu for 'Choose a product family' (set to 'Compaq Notebook PCs'). Underneath is a text instruction: 'Select your products (Hold down the CTRL key and click to make multiple selections OR hold down the Shift key and click to select an entire list.)'. Below this instruction is a scrollable list of product names: 'HP EliteBook 1030 G1 Notebook PC', 'HP EliteBook 2170p Notebook PC', 'HP EliteBook 2530p Notebook PC', 'HP EliteBook 2560p Notebook PC', 'HP EliteBook 2730p Notebook PC', 'HP EliteBook 2740p Tablet PC', 'HP EliteBook 2760p Tablet PC', and 'HP EliteBook 6930n Notebook PC'. At the bottom of the list is a blue button labeled 'Add selected products'.



# HP Inc. PartSurfer

The screenshot shows the HP PartSurfer website. At the top is the HP logo and a navigation menu with categories: Laptops & Tablets, Desktops, Printers, Ink & Toner, Displays & Accessories, and Business Solutions. Below this is a secondary navigation bar with 'Contact Info' (underlined), 'Self help', and 'Services'. A 'Quick Search' section features a text input field with the placeholder 'Enter Part/Product/Serial Number', a blue 'Search' button, and a dropdown menu for 'Select a country or region:' with 'SELECT ONE>' as the selected option. A horizontal menu below the search bar includes 'Welcome' (highlighted), 'User Guide', 'FAQ', and 'Contact Us'. The main content area starts with a 'Welcome to HP PartSurfer!' heading, followed by a paragraph explaining the tool's purpose: 'HP PartSurfer provides fast, easy access to service parts information for a wide range of HP and Compaq products. With PartSurfer you can: Search for part information by product number, serial number, model name, or part number; Identify all HP products that use/reference a specific part number; Filter your search results by part keyword or category; Display product exploded view diagrams and part photographs; Generate on-screen and printable reports'. Below this is a section titled 'How to Identify Product Details:' with the text 'Do not know your part number? You can find it by entering one of the following values from your product's service tag.' An image of a service tag is shown with five numbered callouts: 1 points to the HP logo, 2 to the 'Serial: XXXXXXXX' field, 3 to the 'Product: XXXXXXXX' field, 4 to the 'Warranty: 1y1y0y' field, and 5 to the 'Model: XXXXXXXX' field.

- Enter your Serial of Product SKU
- Enter a product name
- Obtain a list of spare parts
  
- Generate on-screen and printable reports
  
- <http://partsurfer.hp.com>

# HP Social Media

The screenshot shows the HP Support Forums homepage. At the top left, the title "HP Support Forums" is displayed with the tagline "Join in the conversation." Below this is a search bar labeled "Search the Community" with a dropdown menu set to "Entire Forum" and a search input field containing the text "Enter search term". The main content area is divided into several sections: "Notebooks" (featuring a laptop), "Tablets" (featuring a tablet), "Desktops" (featuring a tower PC), "Software" (featuring a software box), "Sprout" (featuring a monitor), "Printers" (featuring a printer), and "View More Topics" (with a plus icon). To the right of these categories is a "My Community" section with a "Quick Links" button, a "Welcome To Our Community" message with a group of people icon, and a "Follow Us" section with social media icons for HP, Facebook, Twitter, YouTube, and LinkedIn. At the bottom right, two circular statistics are shown: "Topics 835,793" and "Online 4,852". At the bottom left, there are navigation links for "Solved Topics", "Popular Topics", "Recent Topics", and "Top Contributors".

- Community Forums
- Blogs
- Twitter
- Facebook
- YouTube

- <http://h30434.www3.hp.com/>

# HP Inc. partner and store locator

The screenshot shows the HP website's partner and store locator tool. At the top, the HP logo is on the left, and navigation links for 'Laptops & Tablets', 'Desktops', 'Printers', 'Ink & Toner', 'Displays & Accessories', 'Business Solutions', and 'Support' are in the center. A search icon is on the right. Below the navigation, the page title is 'HP partner and store locator'. The main heading is 'Find Authorized support providers'. Under 'Your location', it shows 'Your current country: United States (Change)' and a 'City or postal code' input field. A search radius is set to 'within 10 miles'. Under 'Buying for', a dropdown menu is set to 'Service and Support Provider'. Under 'Search by', there are five product categories: '1 - Personal Systems', '2 - Printing and Imaging', '3 - Graphic Solutions - Designjet', '4 - Graphic Solutions - Scitex', and '5 - Graphic Solutions - Latex'. On the right, a satellite map of North America shows a blue location pin in the western United States. The map includes labels for 'CANADA', 'UNITED STATES', 'MEXICO', 'Bering Sea', 'Gulf of Alaska', 'Hudson Bay', 'Gulf of Mexico', and 'Caribbean Sea'. A Bing logo and 'Pacific Ocean' text are at the bottom of the map. A small copyright notice at the bottom of the map reads: 'Image courtesy of NASA Earthstar Geographics SIO © 2015 Microsoft Corporation © 2010 NAVTEQ'.



- Service and Support Providers
- Find an HP reseller
- Local stores selling HP products
- Technology solutions partners
- <http://www8.hp.com/us/en/store-finder/index.do>

# HP PC and Print Services

Explore our full portfolio.



## Managed Services

For PC   
For Print 

Let us manage what you don't have time to, with innovative hardware, software and services.



## Configuration & Deployment Services

For PC 

Let HP set up your PC products and get off to a productive start.



## HP Care Pack Services

For PC   
and Print 

Protect your technology tools wherever you are – reduce downtime and increase productivity.



## Proactive Print Advisor

For Print 

Tap into HP analytics for information and recommendations that can help reduce downtime and optimize your environment.



## Helpdesk Services

For PC   
and Print 

Get expert assistance, 24x7 – with operating systems, performance, security, software installation, connectivity, mobility, media, and more.



## Priority Services

For PC   
and Print 

Get back to business fast with premium, enterprise-class global IT help that speaks your language.

[http://www8.hp.com/us/en/business-services/computing-services/computing-services.html?jumpid=hpr\\_r1002\\_usen\\_link1](http://www8.hp.com/us/en/business-services/computing-services/computing-services.html?jumpid=hpr_r1002_usen_link1)



# HP Inc. Commercial Care Pack Registration

hp

Laptops & Tablets Desktops Printers Ink & Toner Displays & Accessories Business Solutions Support

HP Customer Care > HP Care Pack Registration

## HP Care Pack Registration Support

Help locating your product code and serial numbers.

**HP CUSTOMER CARE**

- HP Accidental Damage Protection
- HP House Call
- HP Installation Services
- HP Next Business Day Exchange 1-year warranty products
- HP Next Business Day Exchange 90-day warranty products
- HP Out-of-Warranty Support
- HP PC Tune-up Service
- HP SmartFriend
- HP Subscription Services

To complete your HP Care Pack registration, you will need to locate the Product Code and Serial Number for your HP Care Pack and your HP Product. The following hints should help.

### HP Care Packs

The HP Care Pack Product Code and Serial Number can be located on the certificate enclosed in your HP Care Pack packaging. Note: packaging materials and printing may vary by HP Care Pack type. Below is a recent example of the certificate.

[View an example of the certificate](#)

[HP Terms and Conditions](#)

### HP Products

Collect product code and serial number of your HP product.

<http://h71036.www7.hp.com/hho/cache/565345-0-0-225-121.html>

## Care Pack Support

- By phone: 1800-407-6210 Option 1, 2
- By FAX - fax your HP Care Pack registration card to 1-281-667-3359
- By email - [srq@hp.com](mailto:srq@hp.com)



keep reinventing