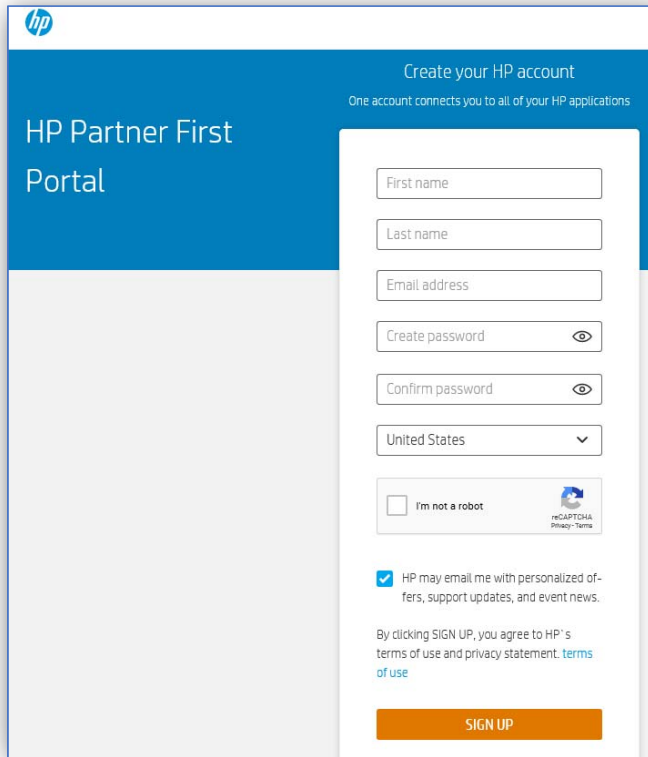




HP Self Maintainer Application



Partner Portal Self Maintainer Application



hp

Create your HP account
One account connects you to all of your HP applications

HP Partner First Portal

First name

Last name

Email address

Create password

Confirm password

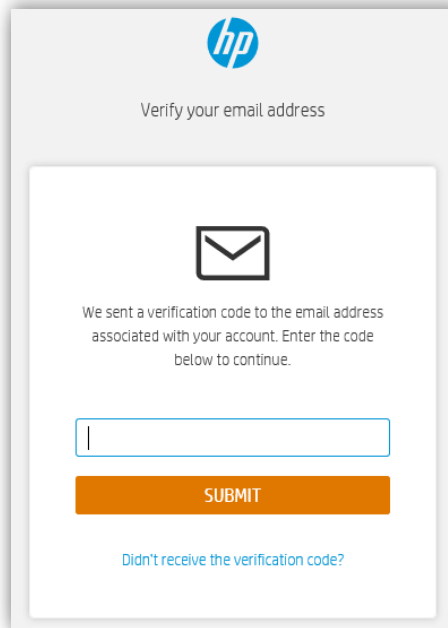
United States

I'm not a robot

HP may email me with personalized offers, support updates, and event news.


By clicking SIGN UP, you agree to HP's terms of use and privacy statement. [terms of use](#)

SIGN UP



hp

Verify your email address



We sent a verification code to the email address associated with your account. Enter the code below to continue.

SUBMIT

[Didn't receive the verification code?](#)

Create Your HP ID user profile

HP ID's provide user access rights to content based on your HP Partner type, including HP Self Maintainers.

The following pages require HP ID Users rights:

- ✓ Partner First Portal
- ✓ HP University
- ✓ CSN - Channel Services Network
- ✓ Verify your Email address



hp HP Partner First Portal REGISTER SIGN IN

NEW HP JET FUSION 3D PRINTERS

Reinvent the wheel. And how you make it.

Smaller footprint, lower cost and a broader set of customers.

LEARN MORE

While HP's Multi Jet Fusion technology as it currently stands is a game-changing technology bringing true production to the 3-D printing space with its capabilities, the newly expanded portfolio steps up the game even further.

Rob Hassold
CEO and founder Cimquest

Partner Portal Self Maintainer Application

- **Note** – Before applying please verify program eligibility and requirements with HP Inc SM Customer Support smcustomersupport@hp.com.
- Go to the HP Partner First Portal: <https://partner.hp.com>
- Click on **Register**.
- We recommend the Chrome browser for best performance.



New User Registration

1 **User information** > 2 Company information > 3 Office information > 4 Partner administration

*Fields marked with an asterisk are required

User Details

Email*

First Name*

Last Name*

Salutation*

Security Check*




Type verification code:

Cancel

Next

Partner Portal Self Maintainer Application

- Self Maintainer application begins with registering as a user.
- For best results only fill out the require fields designated by the *
- Note: The phone number has a country code before the area code

 **HP Partner First Portal**

New User Registration

1 User information > 2 **Company information** > 3 Office information > 4 Partner administration

Partner Portal Self Maintainer Application

Company Search

Please filter your search by entering at least the Locator ID, Tax ID, or Company Name

Locator ID ?


Tax ID ?

Company Name* ?

Country* ?

City

Zip/Postal Code ?

Security Check*  ?

Type verification code:

Search

- Self Maintainer application begins with registering as a user.
- For best results only fill out the require fields designated by the *
- Note: The phone number has a country code before the area code

Partner Portal Self Maintainer Application

New User Registration

The HP Partner First Portal is the global gateway for the tools and resources you need to do business with HP. By registering for a user account, you will get access to business selling tools and information. Simply begin by following the steps and filling in your details.


1 User information > 2 **Company information** > 3 Partnership > 4 Partner administration

Company Search

Showing 11 results.

Selected	Company Name	Country	Sell To
<input checked="" type="radio"/>	HotelMarket	United States	MCA
<input type="radio"/>	Boby Systems	United States	United States
<input type="radio"/>	CASCOM G-6 : BOB LARUE	United States	United States
<input type="radio"/>	Bob Jones University, Inc. of Greenville, S.C.	United States	United States

Showing 11 results.

Company not found? 

- If your business is not found, register a new company.
- Contact onboarding.training@hp.com if you have any questions.



New User Registration

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1 User information > 2 Company information > 3 Partnership > 4 Partner administration

+ Company Search

*Fields with an asterisk are required

Legal Representation

The following information must be provided by a legally authorized representative of your company. If you are not authorized representative, please request their participation to complete this section.

- Yes, I am legally authorized to provide this information.
- No, I am not legally authorized to provide this information.



Company Information

Company Name*	<input type="text"/>	Phone Number*	001 <input type="text"/>
Company Legal Name*	<input type="text"/>	Fax Number	001 <input type="text"/>
Company English Name	<input type="text"/>	Company Email *	<input type="text"/>
Country*	United States	Company URL *	<input type="text"/>
Tax ID	<input type="text"/>		

Partner Portal Self Maintainer Application

- If you are legally representing your company continue with the application.
- If your business is already registered please contact support.
- Fill out the *Required fields only
- Please do not double register.

Partner Portal Self Maintainer Application

The screenshot displays the 'Address Information' section of the Partner Portal Self Maintainer Application. A dropdown menu is set to 'Mailing Address', and an 'Add Address' button is visible. Below this is the 'Address List' and 'Legal Representative' section, which includes fields for First Name, Last Name, Job Title, Email Address, Work Phone Number, Work Fax Number, and Mobile Phone Number, along with a checkbox for 'Is Legal Representative also a General Manager?'. A modal dialog titled 'Mailing Address' is open, featuring a checkbox for 'Same as Physical Address', a 'Mailing Country*' dropdown menu, and input fields for 'Mailing Street Address*', 'Mailing Address 2', 'Mailing Address 3', 'Mailing City/Town*', 'Mailing State/Province*', and 'Mailing Zip/Postal Code*'. The dialog has 'Save' and 'Cancel' buttons. At the bottom of the main form, there are 'Cancel', 'Previous', and 'Next' buttons.

- Fill out the *Required fields only
- Add your address.
- Save and select Next

Partner Portal Self Maintainer Application

hp HP Partner First Portal

New User Registration

The HP Partner First Portal is the global gateway for the tools and resources you need to do business with HP. By registering for a user account, you will get access to business selling tools and information. Simply begin by following the steps and filling in your details.

1 User information > 2 Company information > 3 Partnership > 4 Partner administration

Partnership Type *

- HP Self-Maintainer
- Select Reseller
- HP Self-Maintainer

Cancel Previous Next

- Select HP Self Maintainer

Partner Portal Self Maintainer Application

HP Partner First Portal

New User Registration

1 User information > 2 Company information > 3 Partnership > 4 Partner administration

Partnership Type*
HP Self-Maintainer

The HP Self Maintainer Program is intended for customers that have specific requirements to service eligible commercial HP Products they own or lease. Additionally they must have an existing service department staffed with their own employees to service their units.

HP Self-Maintainer Application

Company Headquarters Legal Information

Choose your organization type: *
Select

Regulatory Information

If your company is subject to data security or privacy regulation (such as HIPAA, HITECH, Gramm Leach Bliley, PCI, etc.) you must notify HP and confirm appropriate processes are in place to enable compliance. Please Note: Self-Maintainer is responsible for protection of its own sensitive data by (i) purchasing a Care Pack for Defective Media Retention (DMR) for all products covered by this program, (ii) sanitizing data retentive devices before returning to HP, (iii) confirming in writing that no sensitive data exists on any data retentive device returned to HP, or (iv) retaining all data retentive devices and paying applicable fees.

Is your company subject to data security or privacy regulation?
Select

- ✓ Regulatory Information is a check to see if your company is subject to data security regulation under such laws as HIPAA, HITECH, Gramm Leach Billey, PO Etc.
- ✓ Answer Yes or No.



Partner Portal Self Maintainer Application


Please choose the tier that your company has read, understands and is applying for: *

Select

Select

Parts Only

Parts and Labor




Authorized Signature for Self-Maintainer Terms and Conditions

By checking either the Parts Only or Parts and Labor terms above, filling out the information below and clicking "Submit Application" you represent that (i) you are an authorized representative of your company for the purposes of entering into a binding Self Maintainer Agreement with Hewlett-Packard Company (HP); (ii) you and your company have read and understand the terms of either the Parts Only or the Parts and Labor document you have indicated above, and; (iii) if the application is approved by HP, then on behalf of your company, you are hereby agreeing to be bound by the terms and conditions of either the Parts Only or the Parts and Labor terms of the HP Self Maintainer program, whichever you have indicated above.

Name: *

Title: *

Email Address: *

Date: * 

- ✓ Select your Tier: Parts Only is the default choice
- ✓ Fill the Authorized Signature Information
- ✓ Select Next

hp HP Partner First Portal

New User Registration

The HP Partner First Portal is the global gateway for the tools and resources you need to do business with HP. By registering for a user account, you will get access to business selling tools and information. Simply begin by following the steps and filling in your details.

1 User information > 2 Company information > 3 Partnership > 4 **Partner administration**

Your company/office needs to have at least one HP Partner First Portal Administrator (PPA), so that access for your company users is managed. As there is no PPA so far assigned, you will be automatically set as a PPA after the registration and validation process is complete.


In case you don't want to keep this role in the future, you can opt out the following way:

- After your application is validated (you will receive an e-mail to confirm), login into HP Partner First Portal
- Designate another existing user from your company as a PPA
- Ask the new PPA to remove your PPA role

You can find more details in the PPA role description document below.

Administrator Responsibilities


Cancel Previous **Submit**



Partner Portal Self Maintainer Application

hp HP Partner First Portal

New User Registration



Your application has been successfully submitted

- Within five business days, you will receive an email with a link to create your HP Partner First Portal password
- You will have limited access to content immediately after your first login
- After your application is approved, you will gain access to additional content

Partner Portal Self Maintainer Application

Next stage of application process

Please read and accept the HP Partner Agreement Terms and Conditions. Once you submit your acceptance, our contracts team will assess your request to become an HP Partner.

The HP Partner First Portal is your single, online gateway for anytime, anywhere access to the information, services and tools available through the HP Partner First platform. The Partner First Portal supports smarter, faster sales through consistent and intuitive design, simpler navigation, customizable and targeted information, and easy access from any device.

We are committed to delivering an online experience that can integrate into every phase of your sales cycle. The portal responds to your needs by providing the following:

Access to everything you need:

- **Sales tools** – rapid click-through to the tools you use most
- **Benefit information** – more targeted, more relevant
- **Product information** – consolidated and available in one place
- **Marketing tools** – personalized information aligned to your business
- **Partner news** – aligned to your profile, business area and interests

Task-based navigation:

- **Simple to use** – clean look and feel
- **Easy to navigate** – task-oriented navigation
- **Customizable dashboard** – for how you work
- **Personalized** – information, news, alerts
- **Consistent** – familiar layout, on every page

HP Partner Agreement Acceptance Step

My Notifications

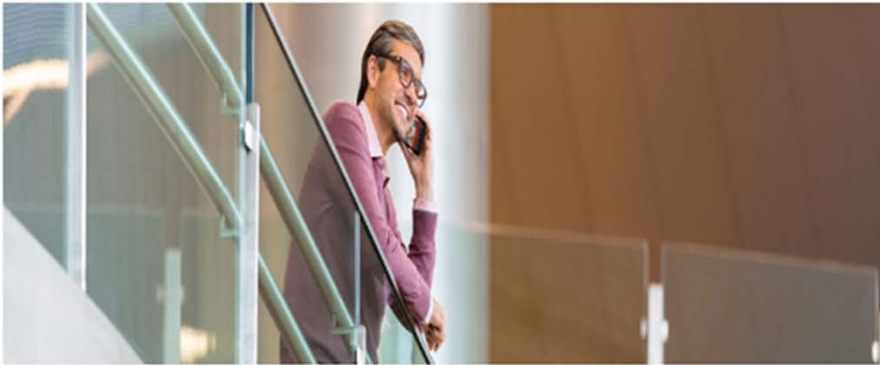
Click **SUBMIT** to read and accept the terms and conditions of the HP Partner Agreement. Please note that accepting the HP Partner Agreement does not authorize you to sell HP Print and Supplies products.

Submit

Once you have submitted your acceptance of the HP Partner Agreement, you will need to apply for the HP Qualified Partner Program (Print and Supplies).

Partner Portal Self Maintainer Application

Partner agreements



Your application has been submitted successfully!

Next Steps:

1. HP contract team is going to analyze the submitted information
2. The HP contract team can get in touch with you in order to validate or require more information
3. Case you need to follow up on your application, please contact your sales representative

[Go to Homepage](#)

3 step enrollment process

Step 1: Application

Register as user and then apply to HP Self Maintainer program on the HP Partner Portal.

Step 2: Acceptance

After 72 hrs. receive an **Acceptance e-mail** with your Location ID and begin registering users. Register and complete the technical training.

Step 3: Welcome

After the required training is complete receive the **Welcome e-mail** packet and become a fully authorized HP Self Maintainer.



Self Maintainer Support

- 800-544-9976 ("self maintainer")
- smcustomersupport@hp.com

Partner First Portal:

- <https://partner.hp.com>
- NA: 844-305-6881
- Canada: 800-668-7670
- HP.AMSpartnersupport@hp.com

Learning Center:/SABA Training

- https://hpi-external.sabacloud.com/Saba/Web_spf/HPI/local
- qualification-trainingsupport@hp.com

CSN:

- <https://www.hp.com/partners/csn>

Parts

Return Extension

- hpcsamserd@hp.com

Return Label Requests

- hpcsamscslabel@hp.com
- 800-544-9976 ("Replacement Parts")

Escalations

- ppspits@hp.com

Shipping order management(Invoices):

- sart@hp.com

HP Parts Store

- HPPS_RHD@hp.com

Custom Solutions - Bulk Orders

- USRRP@hp.com

HPPS Post Shipment

- hpps-psteam@hp.com

HP Support

Consumer Technical Support

- 800-474-6836

Commercial Technical Support

- 800-334-5144

Contract or Care Pack Technical Support

- 844-732-9070

Elite Support

- 866-625-1175

Retail POS, and Thin Clients

- 866-852-4865

HP Field Tech Assist: (Level 2)

- 800-477-6222

Commercial - Depot/On-site Status

- 888-886-3292

HP Partner Locator

- <http://www8.hp.com/us/en/store-finder/index.do>

HP Websites

HP Part Surfer

- <http://partsurfer.hp.com>

HP Support Case Manager

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

Software and Drivers

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

HP Advisories

- www.hp.com/go/myadvisory

Client Management Solutions - Windows

- www.hp.com/go/clientmanagement

ImageDiags

- <ftp://ftp.hp.com/pub/idr/>

Windows - HP Cloud Recovery Tool

- <http://support.hp.com/us-en/document/c05115630?openCLC=true>

Care Packs- Entitlement

- 800-407-6210 - srg@hp.com
www.hp.com/go/hpcarepack/register

Care Pack Central

- <http://www.hp.com/go/cpc>



Winning
with

