HP Self Maintainer Application

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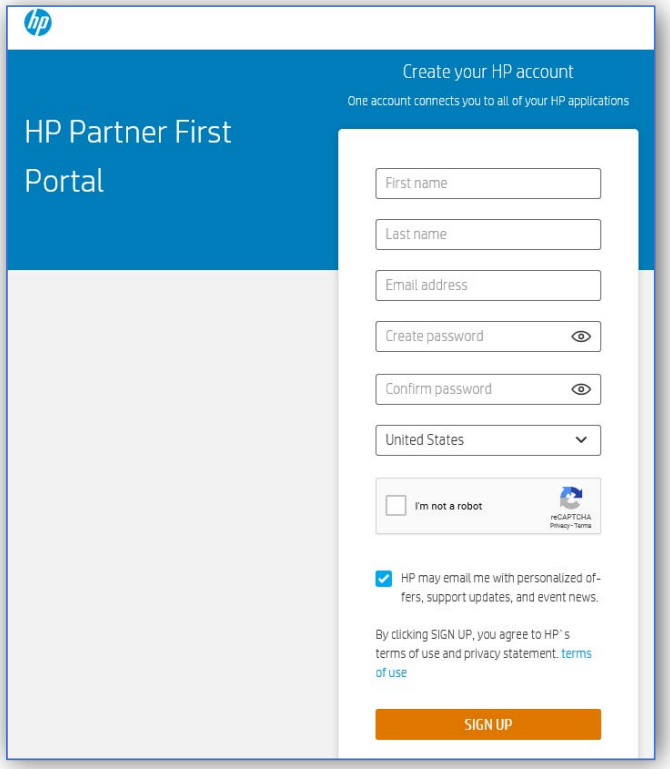
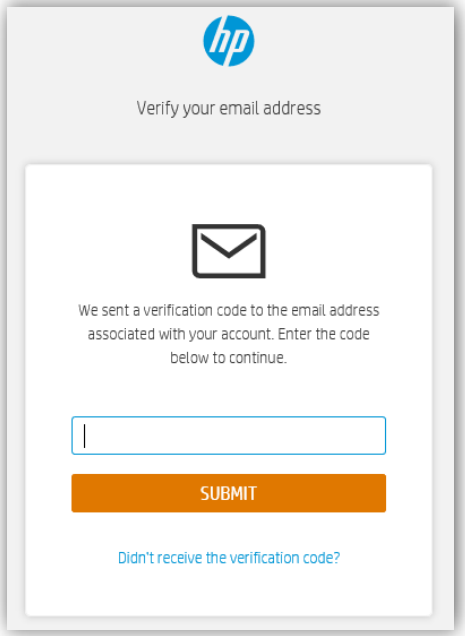
Partner Portal Self Maintainer Application





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

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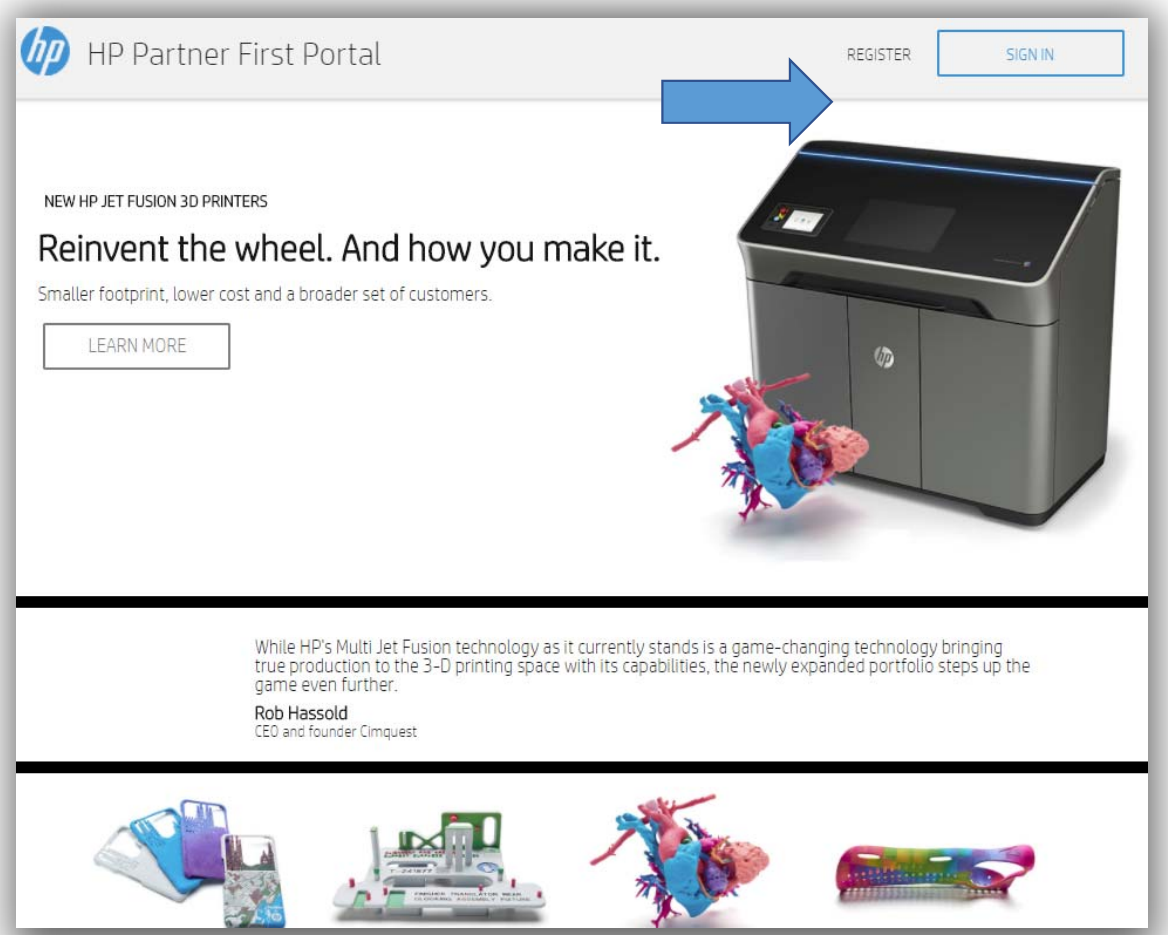

- **Note** – Before applying please verify program eligibility and requirements with HP Inc SM Customer Support smcustomersupport@hp.com .
- Go to the HP Partner First Portal: https://partner.hp.com
- Click on Register.
- We recommend the Chrome browser for best performance.

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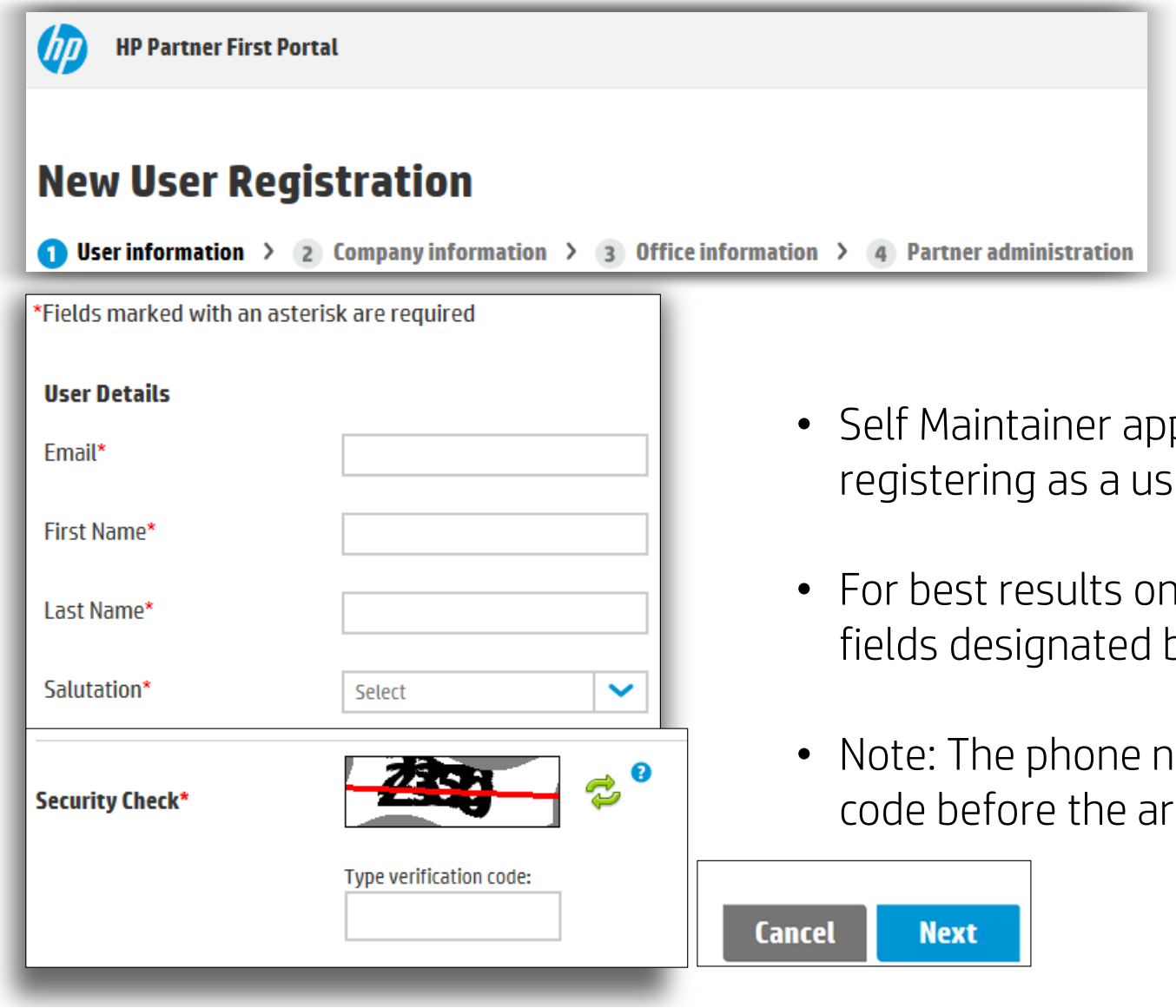

- Self Maintainer application begins with registering as a user.
- For best results only fill out the require fields designated by the *
- Note: The phone number has a country code before the area code

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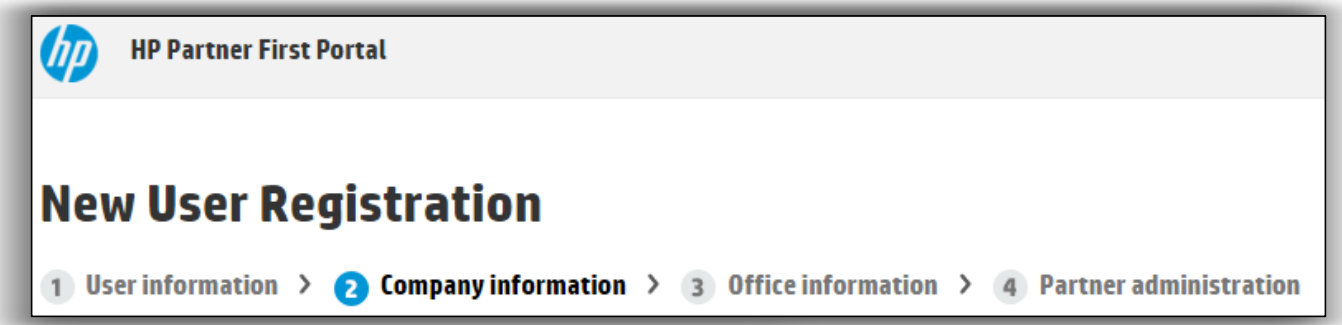

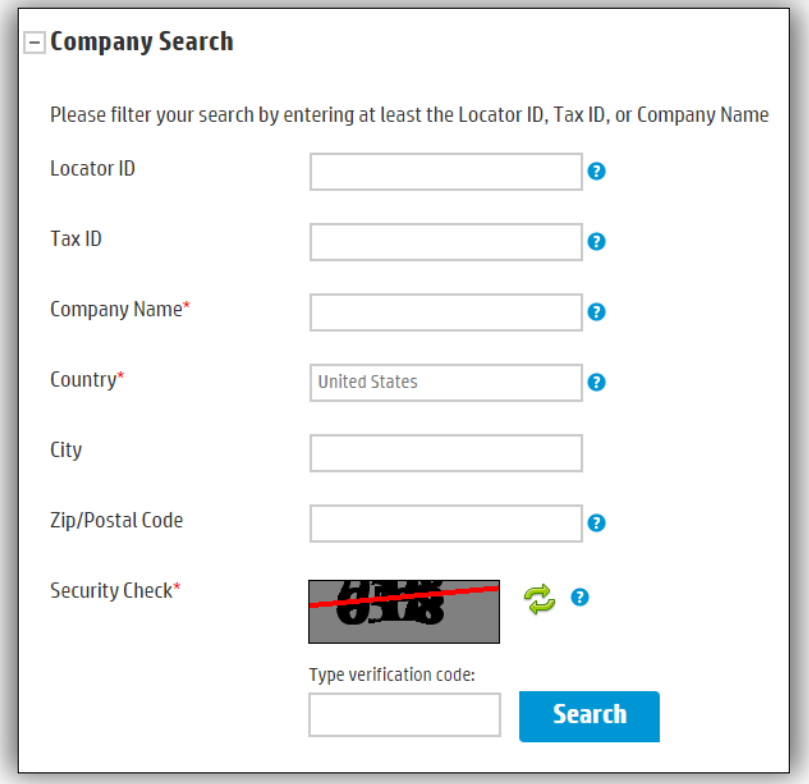

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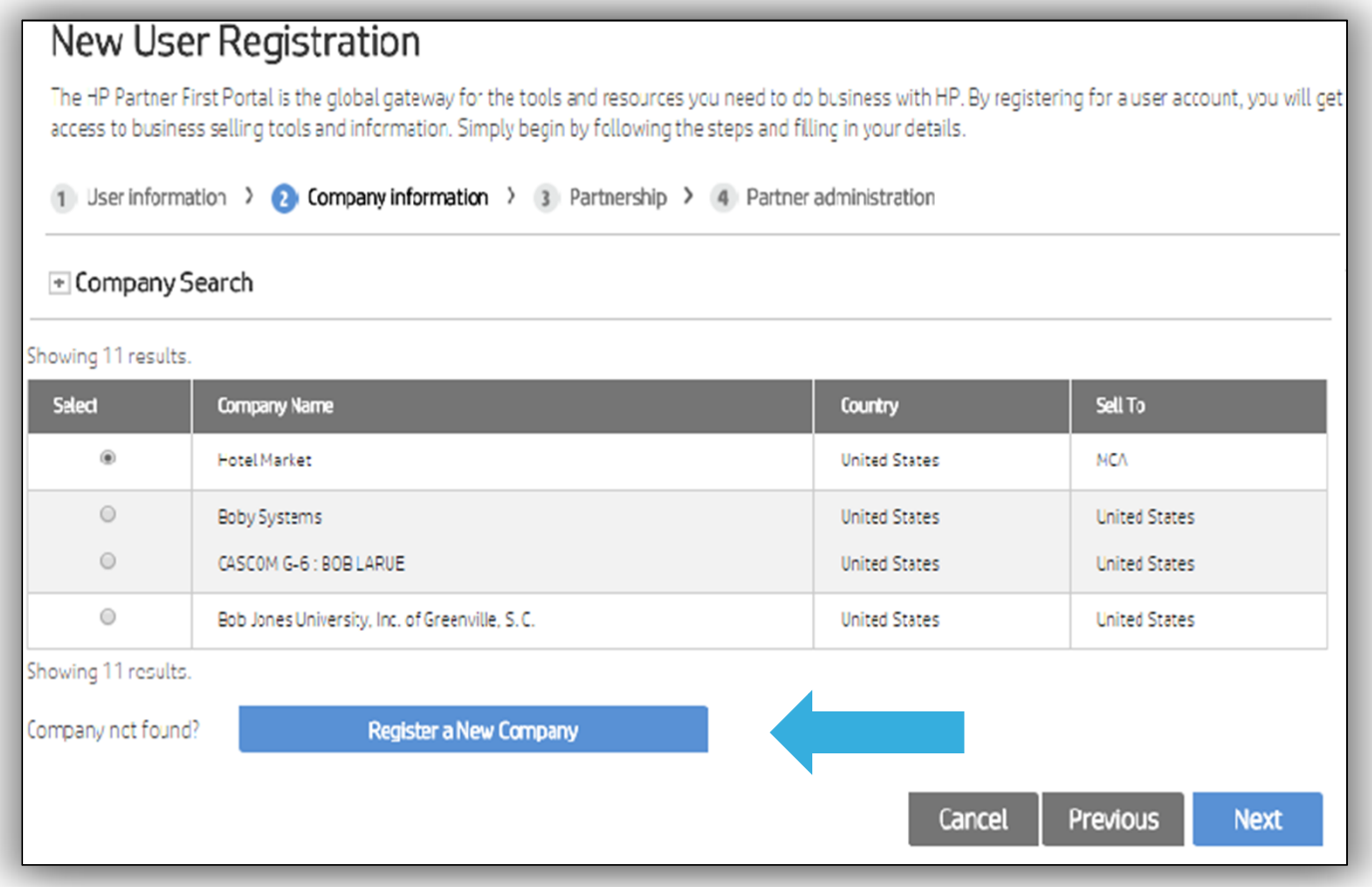

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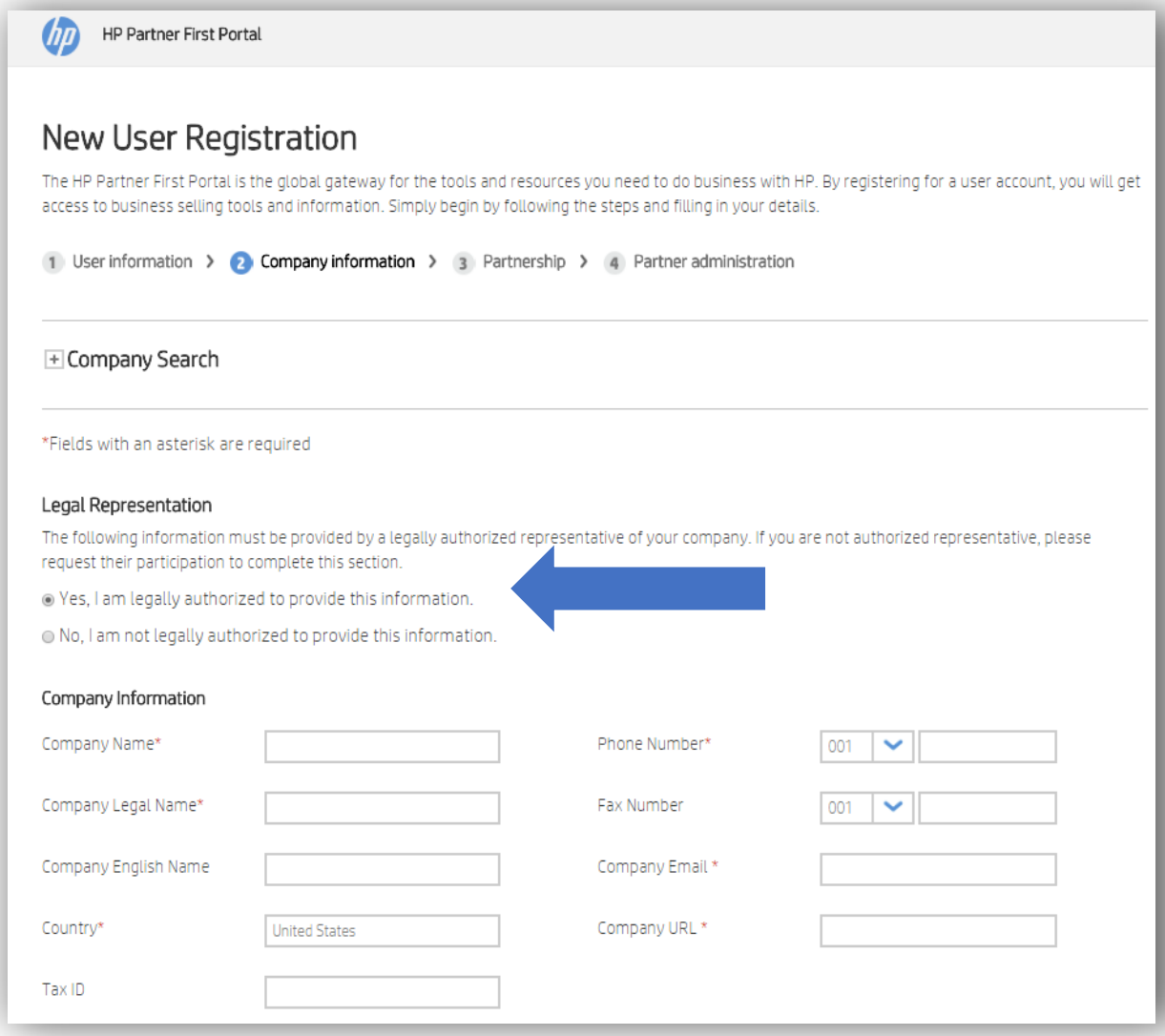
- If your business is not found, register a new company.
- Contact onboarding.training@hp.com if you have any questions.



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- 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.

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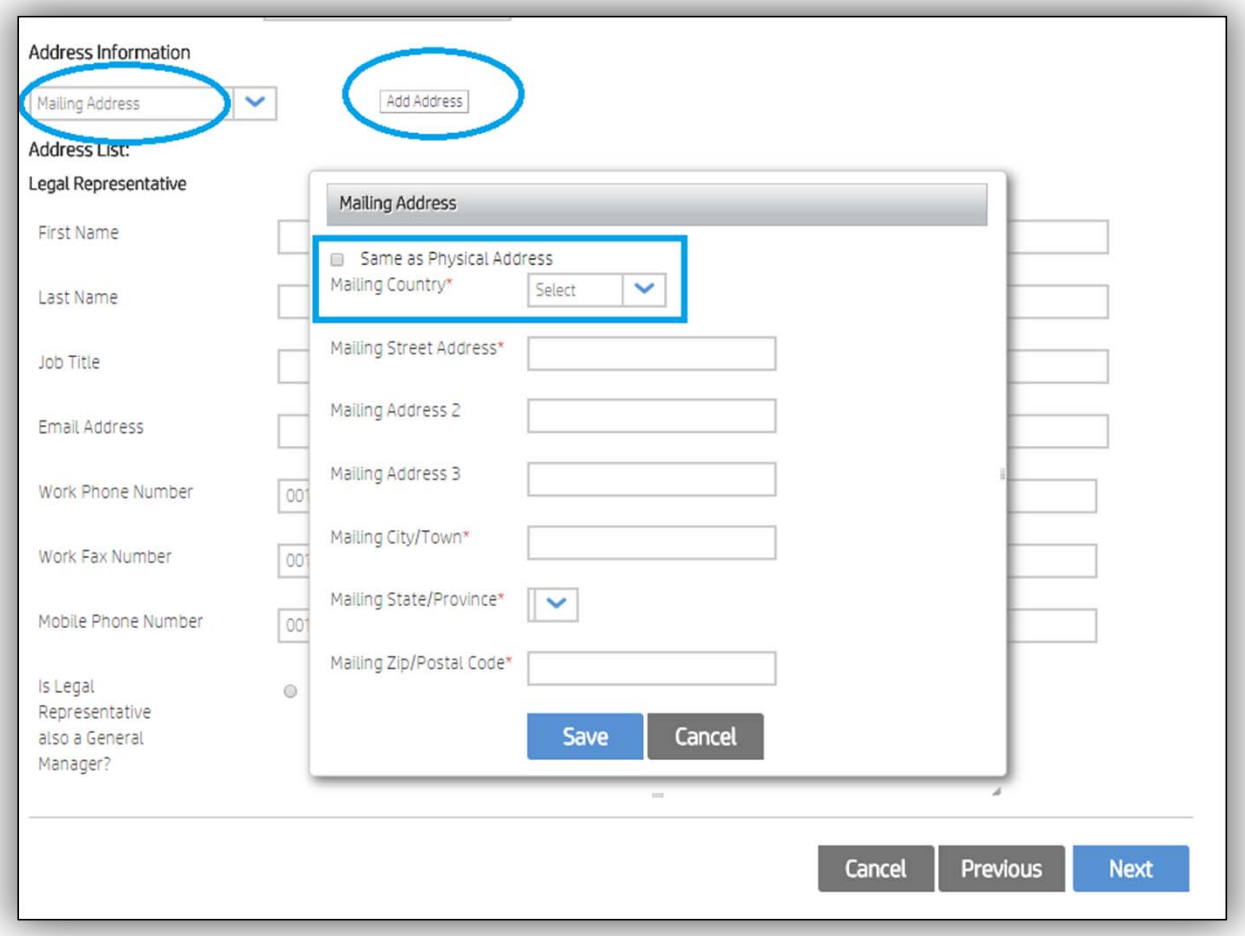

- Fill out the *Required fields only
- Add your address.
- Save and select Next

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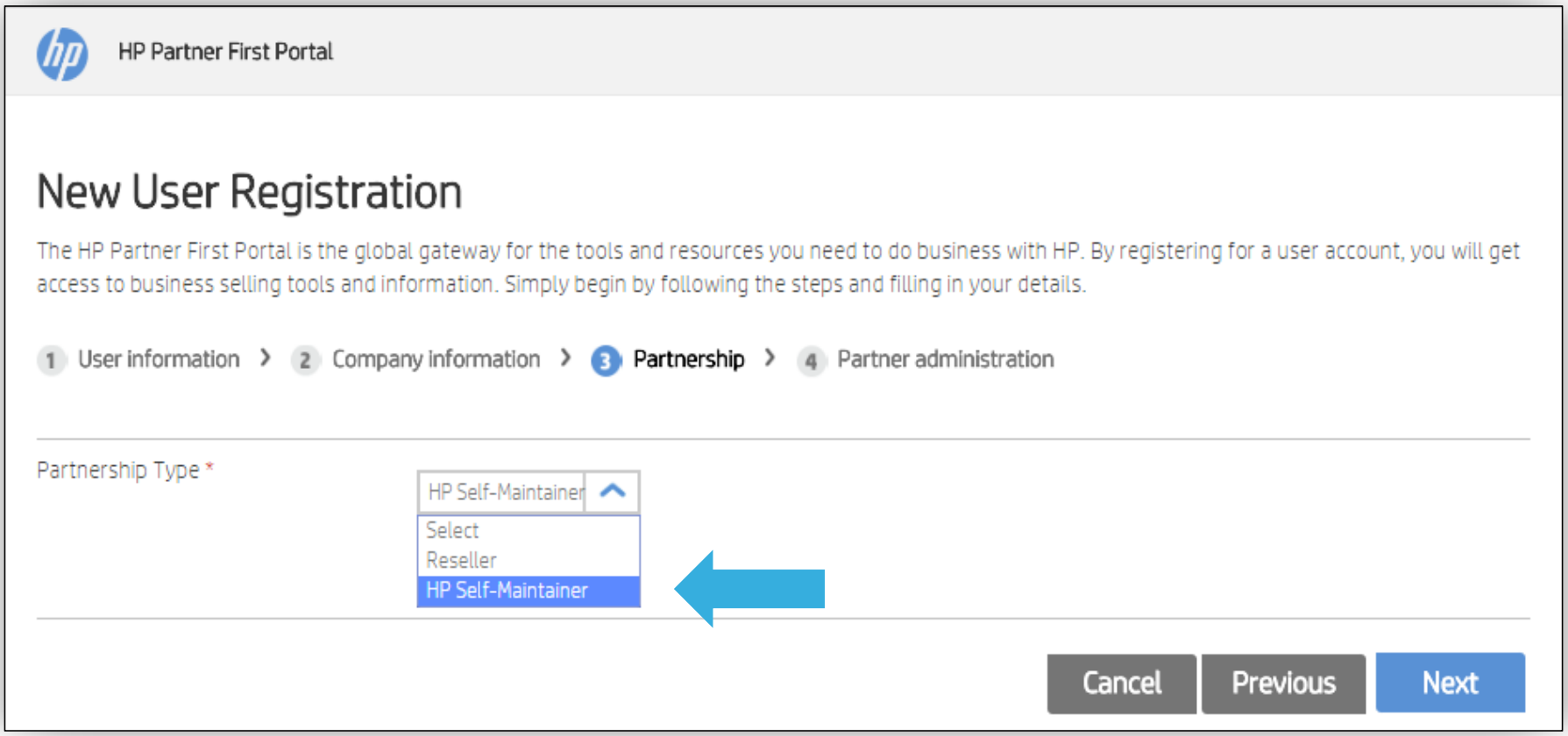

- Select HP Self Maintainer

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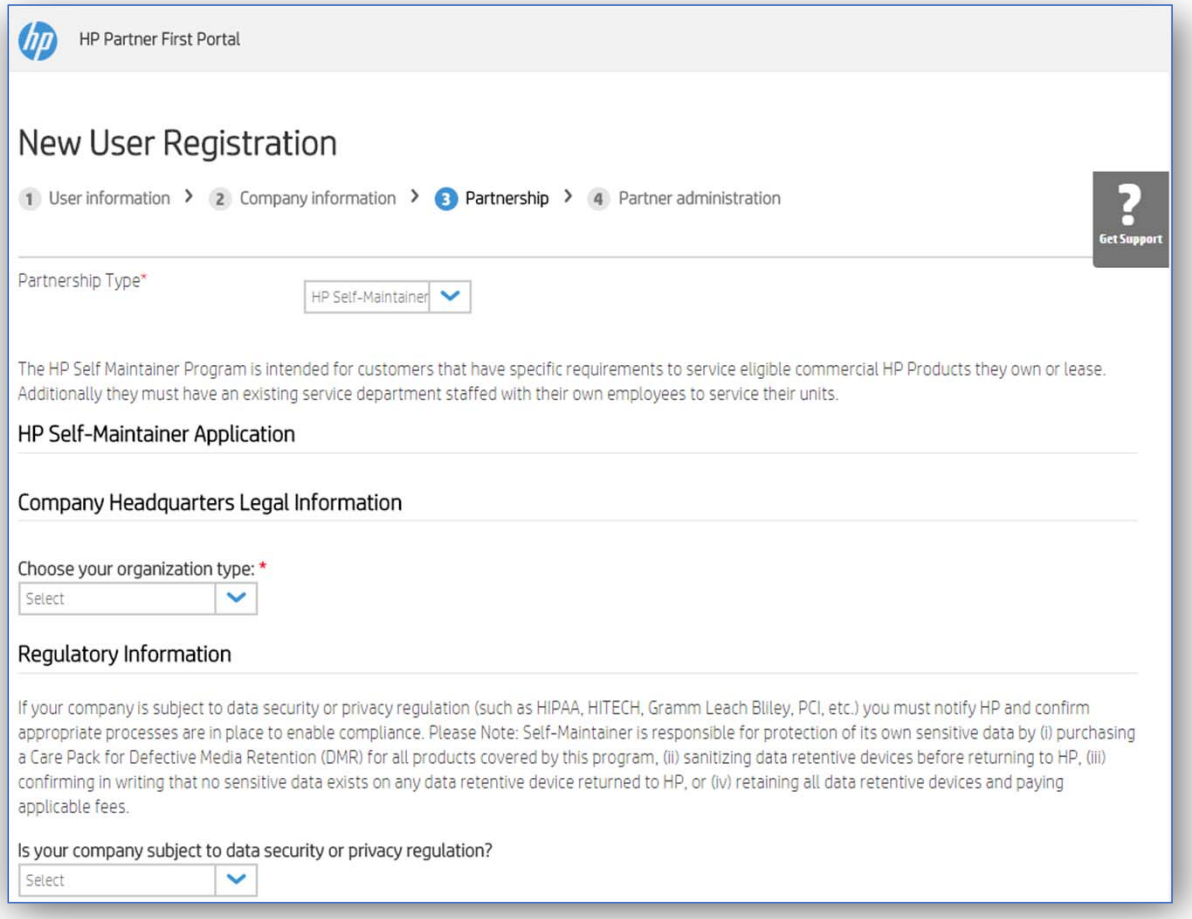

- ✓ Regulatory Information is a check to see if your company is subject to data security regulation under such laws as HIPAA, HITECH, Gramm Leach Billey, PO Etc.
- ✓ Answer Yes or No.

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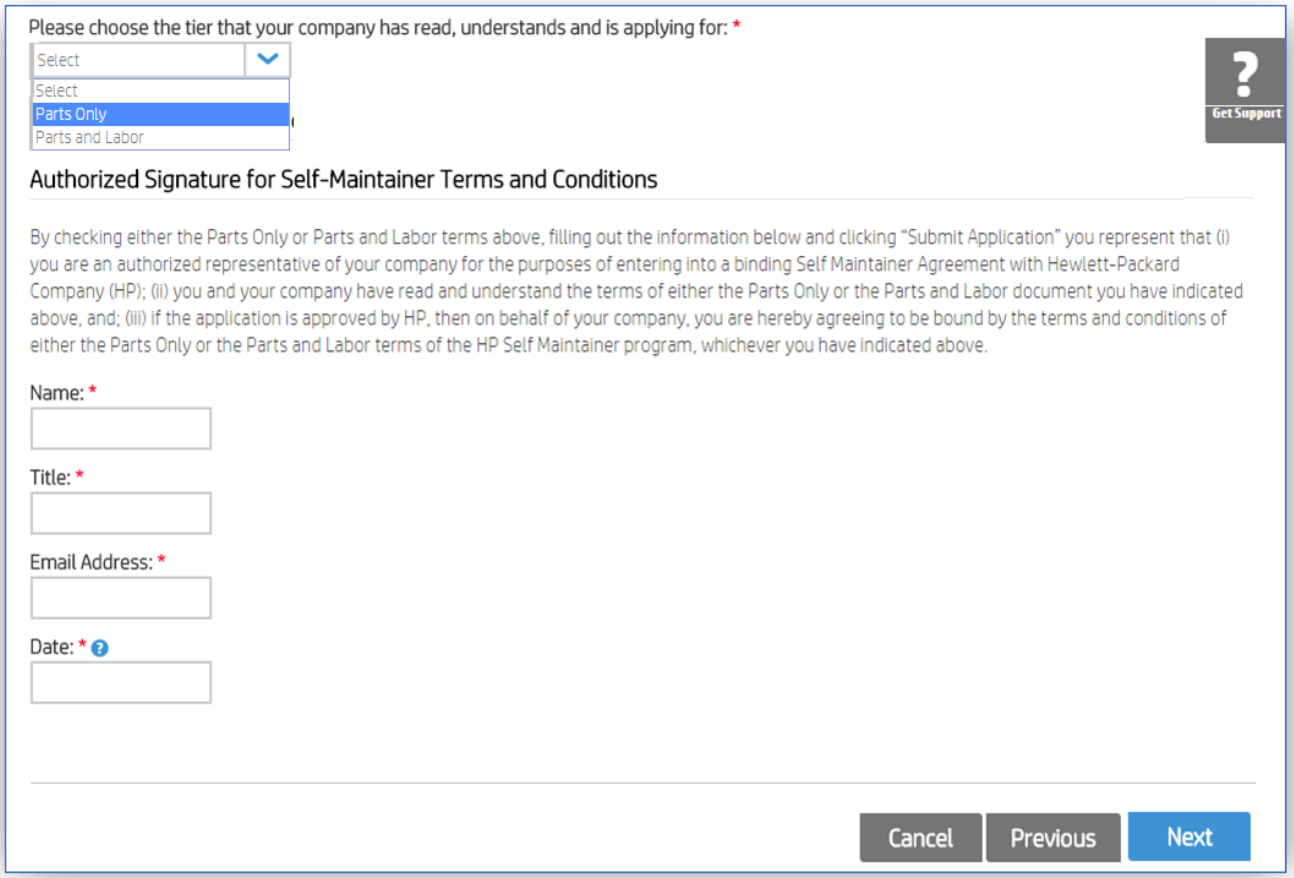

- ✓ Select your Tier: Parts Only is the default choice
- ✓ Fill the Authorized Signature Information
- ✓ Select Next

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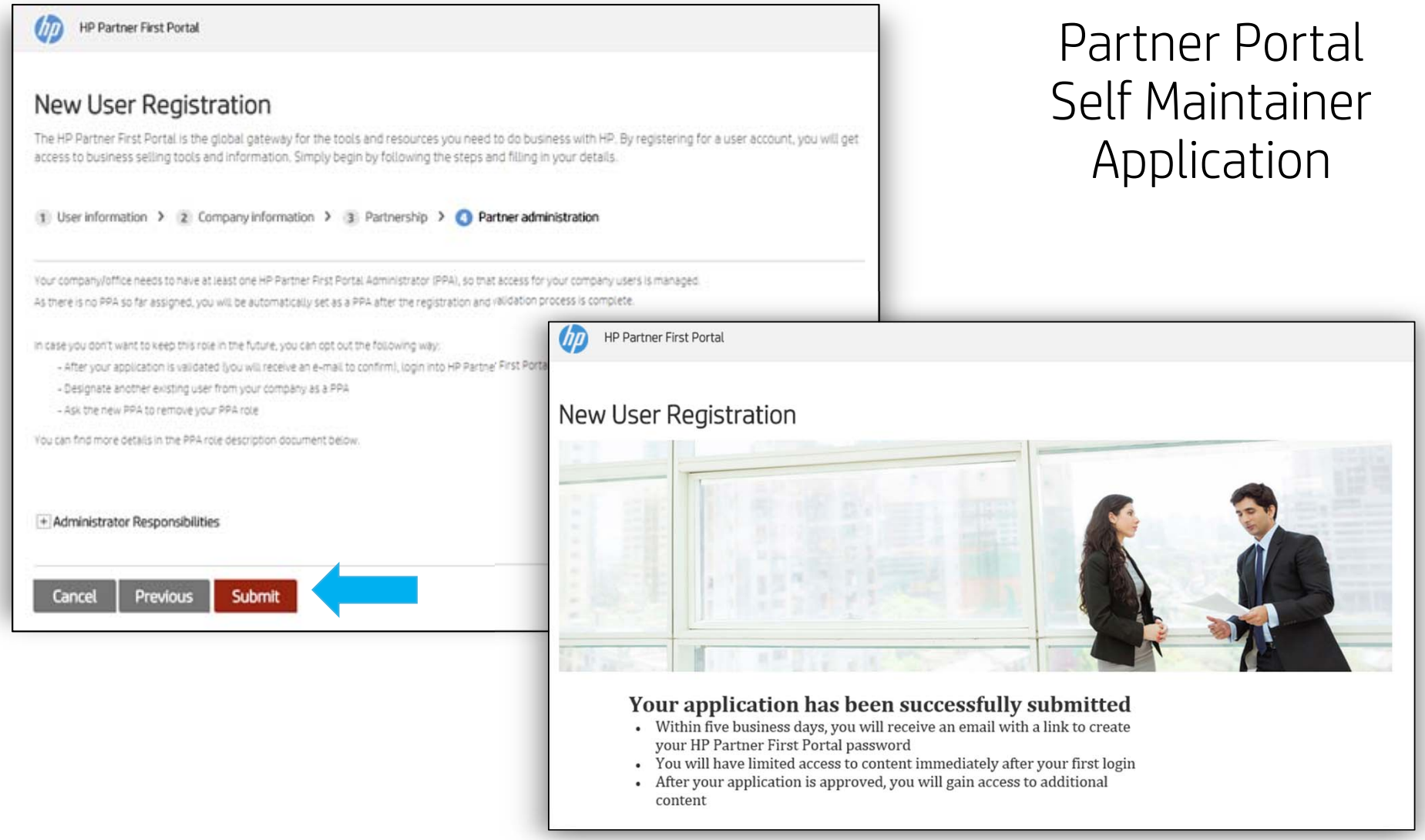


Partner Portal Self Maintainer Application

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.

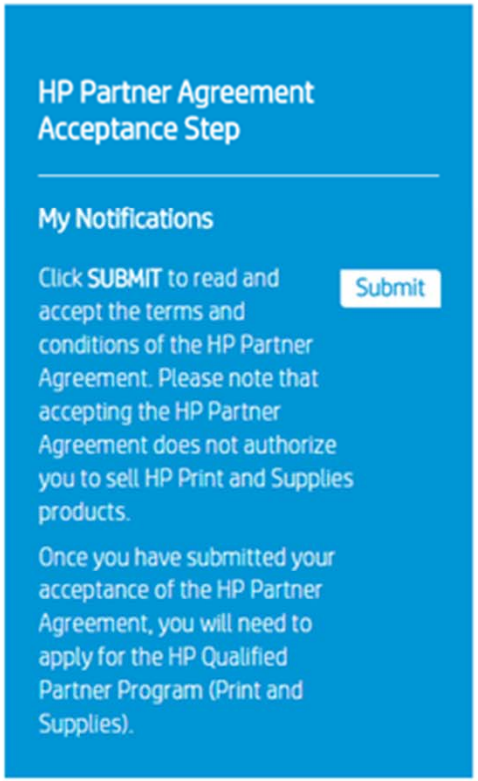
We are committed to delivering an online experience that can integrate into every phase of your sales cycle. The portal responds to your needs by providing the following:

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



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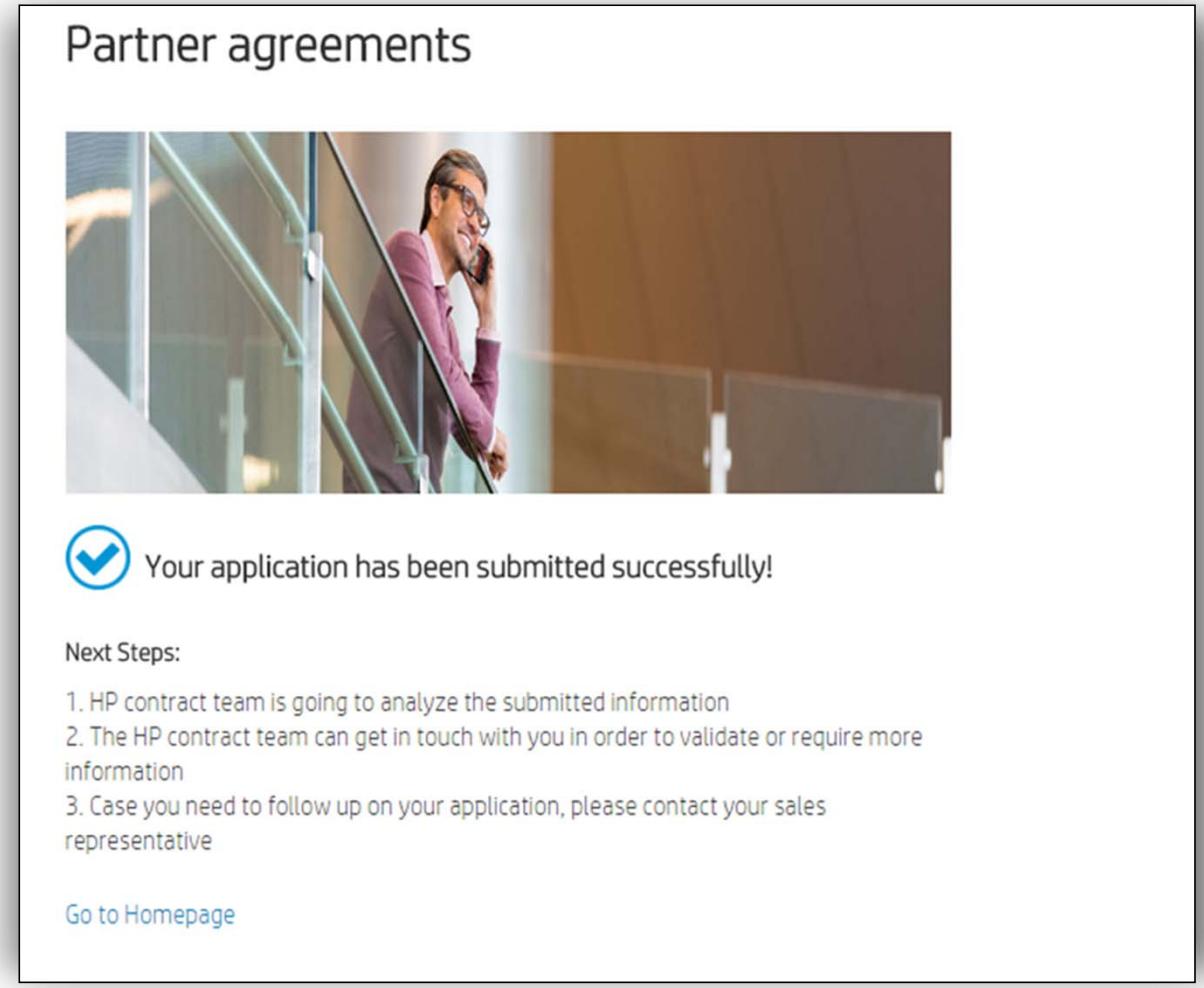


3 step enrollment process

Step 1: Application

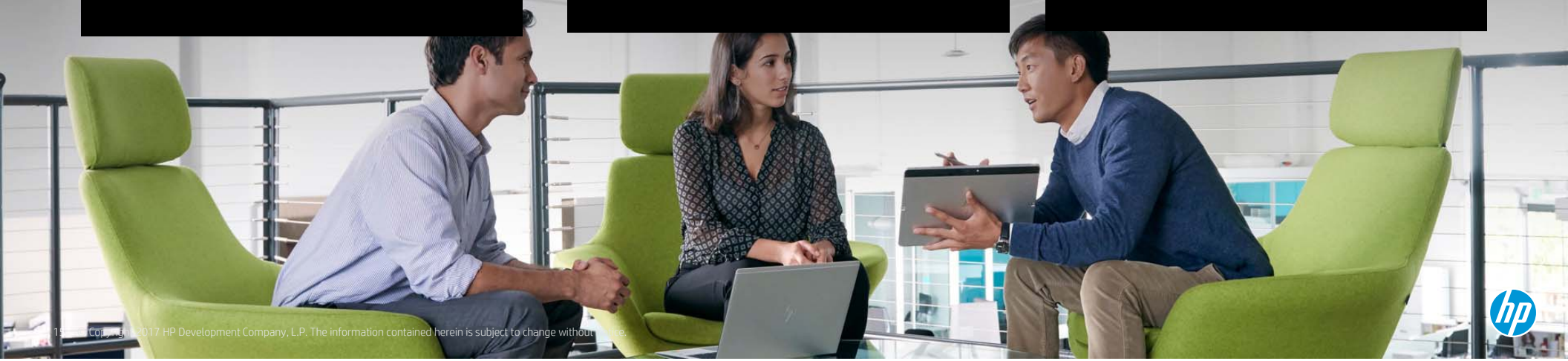
Register as user and then apply to HP Self Maintainer program on the HP Partner Portal.

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.



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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

- hpcsamscsnlabel@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