

# Helpdesk by HP Care Services

General information and frequently asked questions (FAQs)



## What is the Helpdesk number to call for support?

Call in UK 02 07 66 02 259,  
in Ireland 01 53 39 823  
for support after purchase. If you have  
any questions about the program, please  
contact your reseller.

## What are Helpdesk Services?

Helpdesk Services provide technical support over the phone and online for computer software, hardware/peripherals, connectivity and networking issues for many common brands of computers, tablets and smartphones. No more trying to decide which software or hardware vendor to contact for support, or wasting hours trying to research answers to technical computing problems that distract from your business. Just show our technicians your problem and, with your permission, our HP-certified technicians can temporarily access your computer to remotely diagnose and resolve issues in a highly secure support session.

## Does Helpdesk really cover technical questions for non-HP products?

Yes! Helpdesk Services knows you need technical expertise for your whole office – so we provide HP-certified professionals who are proficient in supporting a wide variety of products using operating systems from Microsoft, Apple and Android. You can even get help with many common sync and file sharing issues with tablets and smartphones! We can also assist with issues that sometimes occur while trying to sync files between devices, or across operating system platforms.

So keep your focus on running your business and don't get distracted with technical issues: Helpdesk technicians can help with a wide variety of business technical issues.

## What are the benefits of using Helpdesk Services?

Helpdesk Services can help you avoid wasteful and frustrating computer downtime. Ever had a software "how to" question you were sure was easy to solve if only you knew someone to call for help? Helpdesk is here for that purpose.

Keep your focus on running your business and don't get distracted with technical issues. When trouble arises, call us, and we can troubleshoot typical hardware and software problems. Our Helpdesk technicians can access your computer remotely to diagnose and resolve issues.

Since Helpdesk is part of HP Subscription, now you can also benefit from a managed device experience on a monthly payment, including your PC and accessories, extended warranty support and various software as well as Helpdesk support. All in one place and one monthly bill.

## What is “online support” or “remote support”?

Online computer and technical support, also known as “remote support”, allows our HP-certified Helpdesk agents to remotely view your computer screen and securely fix many typical problems with computers and networks, as well as other supported personal electronics, and even mobile devices.

Technical support is made easier by allowing you to simply show our Helpdesk technicians where you want help. This type of remote support works through desktop sharing technology. When you log into our secure online Helpdesk, you can allow our HP-certified technology experts to view and interact with your computer remotely via the Internet – fixing problems and setting up new technology fast. Sometimes, it feels like watching your computer fix itself!

Your business’ security matters to HP – so we make sure you control your remote support session. Our Helpdesk agents can only temporarily access your computer, only with your permission and only during your secure Internet session. At all times you will be able to see and monitor your technical support session.

## What is the “Business Ready Suite”?

In many cases you are not aware of potential PC issues. Now, with the Business Ready Suite you can resolve potential issues before they slow you down. After you have registered to the Helpdesk service, call us and schedule when is the most convenient time for our agents to call you to diagnose your systems or perform various other tasks such as PC tune-up, ensure security settings are up to date or provide consultation on data migration for your new PC.

The Business Ready Suite is already part of your Helpdesk One Service, so there are no extra costs. Agents can perform up to three different requested tasks and no longer than 30 minutes.

## Can you repair my equipment?

If your hardware is truly broken or needs replacement, our technicians do not provide repair services. But, they take two important steps to ensure you are confident in defining your plan to get back to business faster:

- We can remotely help assess and fix software problems, which can sometimes avoid repair altogether.
- Our Helpdesk technicians will provide expert remote troubleshooting for hardware and connectivity issues and provide you with the right information for repair plans. Since our Helpdesk technicians do not sell repair services, you can be sure we did everything we could to fix your problem remotely, and confident that we provided you with unbiased technical recommendations on what to do next.

If we cannot fix your problem remotely because your HP Hardware is broken and it needs repair or replacement, you do not need to waste more time. We will transfer your request to the relevant HP Support Team, in order to provide you with the right support solutions available, based on your HP Product Warranty.

## How do I get help?

Helpdesk allows you to call during your coverage term as often as reasonably needed. For non-technical business users, it’s like having their own IT help desk ready on the phone to give technical advice. The program gives you peace of mind knowing you can call as needed.

Service can be registered for one primary device (i.e. a computer, laptop, tablet or smartphone), plus up to five peripherals (such as a printer, webcam, or back-up drive). See Supported Products for more details on primary devices and peripherals.

## How many devices are supported under Helpdesk One Service?

There are two coverage plans for Helpdesk services - one user and one device. The one user coverage plan provides support for one primary (1) device as computer, laptop or tablet, plus up to five peripherals (e.g. printers, scanners, smartphones or back-up drives). See “Supported Products” for more details on primary devices and peripherals. The one device coverage plan provides support for one device. You will need to register the products you wish to have covered, and have a single contact name and primary user for the account.

## How can Helpdesk Services help me?

Please go to the Helpdesk page for details on our service offerings.

## How often can I call Helpdesk for service?

With each of our Helpdesk Services you can call as often as you need under the defined scope of support.

“Unlimited” support is defined as support for a single computer and specific issues defined in the service description. If excessive use or abuse is detected, the customer will be notified and access to the service may be restricted or terminated. Use of the service for illegal or inappropriate activities may also result in termination.

Please see the Terms of Service for more information.

## What happens if we get interrupted during a Helpdesk session?

Our Helpdesk technicians are specially trained to work with businesses – they understand that from time to time, interruptions are inevitable. Your agent will work out a plan with you on the phone that may include getting your permission to continue working in the remote session, or wait for you to instant message if the session can resume shortly, or arrange a call-back appointment later that day or on a different day as you prefer. If a follow-up appointment is made, a follow-up email will confirm the new call-back date and time.

## What happens if a customer interrupts a support session?

At Helpdesk, we understand your business is priority number one. If you need to interrupt a session, or if it is taking longer than anticipated, we will schedule a call-back time. To make your time efficient, we often research a complex problem and then follow-up via chat, call or reschedule meeting to finish the technical help session when you have time.

With your permission, remote desktop sharing can also allow you to work on other things, or support your customers while our Helpdesk agent works on your support session.

## What are the Helpdesk Services hours of operation?

Helpdesk Services call centre agents are available for technical assistance during extended working hours, Mon-Fri 8:30-18:00, Sat 10:00-16:00.

## Is it easy to use?

By allowing a remote technician to access your computer through the Internet we are able to perform work on your computer directly. You can simply sit back and watch. Or, you can work on something else while the technician is fixing your computer.

Remote computer support is simple, convenient and, best of all, it's “hands-free”. Simply call our Helpdesk line, initiate a secure desktop sharing session with our technician, and then let go of the mouse and let us help you.

## How long does an average support session last?

Online support sessions can last anywhere from a few minutes to much longer, depending on the type of help you need.

In some cases, a computer may need a comprehensive tune-up, such as with a severe case of spyware, which can take over an hour. In other situations, you may be looking for quick set-up and support for a new personal printer in a digital camera. These sessions may be as short as 25 minutes. For simple problems, like locating a lost file or fixing an email problem, you can typically get help in as little as 10 minutes.

## Can you get back into my computer after my session is over?

No, not unless you log in again and request service to resume.

When you log into Helpdesk Services' secure online sharing tools, you are prompted to download a temporary desktop sharing application, and supporting tools that allow us to view and interact with your computer.

However, once your service is complete and you log off, the temporary application and accompanying tools are automatically deleted from your PC. We can no longer see or access your computer.

## Is it secure?

We use a 128-bit encrypted connection between your computer and the technician's computer. This sets up a unique one-to-one session that prevents others from viewing or accessing the session.

In addition, you are in control – only you can initiate a remote support session, and you can end a session anytime by simply closing the support window on your desktop.

Also, you are always in control of your mouse (cursor). During your session you will see the technician using your cursor to locate and fix problems, but at any time you can over-ride mouse control by simply moving your mouse.

## Are your technicians qualified to work on my computer?

Our computer technicians are Microsoft application and product specialists and HTML developers.

Additionally, we provide training specifically on supporting business customers, including business software and security needs.

With Helpdesk Services, you're in good hands!

## Do Helpdesk technicians understand my business environment?

Our Helpdesk agents are specifically trained to provide business support, and specialise in handling business scenarios, security and technical issues.

## How do I know if you support the software I use most often at my business?

Our “Supported Products” section is where you can find a detailed list of software you can expect to get good technical advice for. We provide full application support for Microsoft Office Suite. If you are calling about a Major Database or Line of Business Application, we do require you to have a current support agreement in place with the manufacturer.

Customisation of these applications from one business to another is significantly complex, and may require specialised technical support above and beyond what Helpdesk can provide. But you will get an assessment from Helpdesk on whether the problem can be solved, and what kind of request you might need to make of technical support for more complex issues requiring programming or software break-fix support. We can help make sure most business applications are running properly on an approved operating system, and we can provide “how to” assistance for many operating system common functionalities. But advanced support specific to a software product may also require the manufacturer’s expertise.

Similarly, for “Cloud” based solutions and apps, we can provide technical Helpdesk troubleshooting and support, so you know what steps you need to take to follow-through with issues requiring the cloud provider’s support.

In summary, although we have a list of common software applications we support, many businesses customise their applications. Our HP Helpdesk technicians can still help your business staff with common platform usability questions (such as exporting, importing, formatting, file issues, security questions) and will help your staff identify when to escalate and how to describe the issue to technical staff trained specifically in customised business applications. Software and applications change all the time – if you have a specific question about coverage for a specific software application, call our Helpdesk to discuss details with a technical agent.

## Is Helpdesk Services just for problems or can it help me with installing new software or networks?

Helpdesk Services can help with technology problems, including help with installing new software or with standard network configuration.

## **What if I am having trouble with a special software program our business uses that has been specifically designed for my industry needs?**

Although we have a list of common software applications we support, many businesses use software specifically for their industry (construction, architecture, dentistry, etc.). Even though these applications may be unique, they often have many functionalities that are common to their Microsoft, Apple or Android platform.

Our HP Helpdesk technicians can help your business staff with common platform usability questions (such as exporting, importing, formatting, file issues and security questions) and will help your staff identify when to escalate and how to describe the issue to technical staff trained specifically in customised business applications.

If you have a specific question about coverage scope for a specific software application, talk to your favourite reseller about Helpdesk, or discuss details with one of our technical agents.

## **What if my business uses software that has been custom modified or configured for our business?**

Many businesses customise their applications with unique business-specific programming, even in common software applications. Even though these applications may be unique, they often have many functionalities that are common to their Microsoft, Apple or Android platform. Our HP Helpdesk technicians can help your business staff with common software usability questions and will also help your staff identify when to escalate and how to describe the issue to technical staff trained specifically in customised business applications.

If you have a specific question about coverage scope for a specific software application, talk to your favourite reseller about Helpdesk or discuss details with one of our technical agents.

## **Why do I have to check the website for coverage changes?**

An important part of using your computing equipment is using your software effectively, and software can change quickly.

We update our website as needed to keep you abreast of the latest software coverage scope. The website information is to help you see what is covered as new software rolls out.

If you have a specific question about specific coverage scope, talk to your favourite reseller about Helpdesk or discuss details with one of our technical agents.

## **I am having problems with a new computer I recently purchased. Will Helpdesk Services handle warranty problems?**

If you have a new computer in warranty, it is to your benefit to first attempt to use any warranty service offered by your hardware or software manufacturer, as these services are typically offered free of charge for a specific period of time, and you could void your warranty by not following terms.

Our Helpdesk agents will assist with troubleshooting but they are not a repair desk. A warranty can help if your new equipment needs repair.

However, if you are having an issue using your computer or software that is not related to warranty – such as syncing a device, setting up licensed business software or setting up new templates – then our HP Helpdesk agents can help.

In case you have a HP warranty or HP Care Pack, you don't need to waste additional time, our agent will automatically transfer your call to the centre for the required support.

## **Can Helpdesk Services teach me how to use my computer?**

Helpdesk Services can provide basic instruction on use of software, and specific features of your computer, but we are here as technical consultants and our services do not replace in-depth training programs.

Our Helpdesk training is limited to “how to” questions on commercially available applications or peripherals. We do not provide in-depth training on how to write formulas or build a PowerPoint but rather directional assistance to move forward in a program so your employees can get quick answers to specific usability questions.

## **What will I be expected to know about computers to use Helpdesk Services?**

Our technicians are trained and available to assist users with all levels of computer knowledge. If you prefer, you can show us in a remote sharing session what the problem is, and we'll help from there. Just tell us what your question is in your own words and leave the troubleshooting to us.

## **How do I get help from Helpdesk Services?**

Our Helpdesk is available over the phone during extended working hours, six days a week. Please go to [hp.com/uk/helpdesk](https://hp.com/uk/helpdesk) for the phone number you should use to contact us.

Once we are in a call, we can initiate a remote desktop sharing session, which may include chat. We may send you occasional emails if we have scheduled a call-back appointment with you. The primary way to contact us is by phone, whenever you need help.

## Do my part-time employees need their own plan when they only work a few hours a week?

Discuss your Helpdesk options with your preferred reseller.

If you have only a single computer covered under your service plan, you will need to maintain a single primary email account and contact number, but you may be able to cover occasional calls from other employees on your device.

## What if I want to cover my whole office?

Discuss your options with your HP reseller. We can set up multiple plans to cover all your office staff.

If you have a specific question about office plan coverage, talk to your favourite reseller about Helpdesk, or discuss details with one of our technical agents.

## What geographies are covered in my Helpdesk plan?

Our Helpdesk service offers extended working hours coverage for customers in the United Kingdom, Ireland and France.

An overseas toll calling number will be available for our traveling business customers on our website [hp.com/uk/helpdesk](http://hp.com/uk/helpdesk).

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