

# Helpdesk, part of HP Care

## General information and frequently asked questions (FAQs)



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

Call 1-877-219-5006 for support, or if you have questions about the program.

### What are Helpdesk Services?

Helpdesk Services provide technical support via phone and online support 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 know-how 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?

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 products. Our Helpdesk technicians can access your computer remotely to diagnose and resolve issues. Helpdesk Services can help you avoid computer downtime.

### 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.

## 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.

## How many devices can be covered under Helpdesk?

Service can be registered for up to five devices (i.e., computers, laptops, tablets, smartphones or printers).

## 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, customer will be notified and access to 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 center agents are available 24 hours a day, 7 days a week for technical assistance.

## 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 30 minutes. For simple problems, like locating a lost file or fixing an email problem, you can typically get help in as little as 15 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.

Every technician has extensive multi-brand PC and technology experience, is pre-qualified, has 3+ years' experience in a help desk environment, and completes an extensive 2-week training course on excellent service delivery and the virtual interface.

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?

In addition to technical certification, our agents are trained specifically for our business program and our Helpdesk professionals are primarily based in North America.

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

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

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.

Customization of these applications from one business to another is significantly complex, and may require specialized 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 customize 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 customized 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, security questions) and will help your staff identify when to escalate and how to describe the issue to technical staff trained specifically in customized business applications.

If you have a specific question about coverage scope for a specific software application, talk to your favorite 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 customize 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 customized business applications.

If you have a specific question about coverage scope for a specific software application, talk to your favorite 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 apprised 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 favorite 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.

## 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 24 hours a day, 7 days a week by phone. Please go to our main page at [hp.com/go/helpdesk](http://hp.com/go/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.

## How do I access the HP Subscription Marketplace portal?

For new customers go to [marketplace.hp.com](http://marketplace.hp.com) to purchase services.

For existing customers go to [manage.marketplace.hp.com](http://manage.marketplace.hp.com)

## What are the features and benefits of the HP Subscription Marketplace Portal?

The Subscription portal provides customers with:

- Ability to easily manage all users, devices and subscription services in a single location
- Access to relevant services information
- Subscription and account management tools
- Access to any future features released in the portal

## How do I purchase subscriptions?

To buy new subscription services, go to [marketplace.hp.com](http://marketplace.hp.com) and select service(s) and begin the checkout process.

## What browsers are supported for HP Subscription Marketplace portal?

The portal has been tested with and is best accessed with the following browsers Firefox, IE 10 and IE 11, Chrome.

## How do I get a tax exemption with my subscription after my purchase?

You will need to contact our order processing partner, Avangate, via email at [support@avangate.com](mailto:support@avangate.com) please include your Tax exempt information to get a tax exemption.

## Is my payment to HP Subscription Marketplace secure?

Absolutely! We use a trusted third-party service, Avangate, an ecommerce provider trusted by thousands of software and SaaS companies worldwide, offering secure online payments.

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