

# Helpdesk, part of HP Care

Valuable help at your service



## Service benefits

- Keep your small business running smoothly, 24x7
- Gain technical assistance across your many office technology brands
- Avoid wasteful, frustrating computer downtime
- Spend more time focusing on your business
- Work with North America-based HP technical agents

## Service feature highlights

- Phone assistance and secure remote desktop sharing
- Chat support to help answer all your questions
- 24x7 access to North America-based service technicians
- Manage all your devices from one place
- One plan, one call for comprehensive coverage

## Simplify technical help

When you have a business to run, you don't want to be distracted by technical issues. That's why HP created Helpdesk, which provides your small business with one number to call for technical assistance. Our comprehensive service gives you 24x7 access to HP-certified technicians, who provide assistance for your many brands, connected devices, common business software applications, and major operating systems—Microsoft®, Apple, or Android™. Through quick call and secure remote desktop sharing, your business gets immediate help with computer performance, operating system errors, security configuration, software operation/installation/how-tos, connectivity, mobility, and other issues. Get started now with support that is easy, accessible, and secure.

## Service overview

Helpdesk provides phone and online technical assistance, covering computer software, hardware, connectivity, and networking issues across a range of computers, tablets, and smartphones. Don't lose time trying to fix technical issues on your own. Instead, contact a Helpdesk technician, who can temporarily access your computer to remotely diagnose and resolve issues in a highly secure support session.

Choose from multiple plans<sup>1</sup> to make sure your office is supported, including your primary devices (computer, laptop, tablet, or smartphone) plus connected peripherals (printers, scanners, smartphone sync, or backup drives).

## Service benefits

- Gain comprehensive office helpdesk services from one plan—Enjoy quick, easy access to HP-certified technical help with installation, setup, sync, and troubleshooting for software applications and office devices.
- Streamline your work environment—Get your devices and software working seamlessly across major technology brands running Microsoft, Apple, or Android operating systems.
- Jumpstart your business—Helpdesk offers quick, easy installation; connectivity; troubleshooting; and “how-to” help.
- Keep your business up and running—Put your devices in capable hands with remote software tools. HP can jump in and fix the problem while you take care of your business.
- Focus on growing your business—Let HP experts provide security and support without in-house IT overhead.
- Get reliable help when you need it—Access assistance 24x7. Our HP-certified technicians are based in North America and understand the demands of your business.
- Easily manage all of your users, devices, and support cases from one place. Get at-a-glance dashboard analytics, and initiate support from chat or your phone.
- Make sure it's secure—Only you can initiate HP-encrypted remote sharing sessions. HP uses a 128-bit encrypted connection between your computer and the technician's, preventing others from viewing or accessing the session. Work with HP-certified technicians to make sure your security settings and virus definitions are up to date and running properly.

## Customer responsibilities

The Helpdesk Term Coverage Support and Consulting Services covered by this Agreement, confirmation of payment, and relevant instructions on how to access the applicable services will be communicated to Customer via email. In addition, Customer must:

- Register the product or users to which the Helpdesk Term Coverage Support and Consulting Services will be provided following the registration instructions provided on the Helpdesk Term Coverage Services Portal, in the email communications, or as otherwise directed by HP; HP is not obligated to provide Helpdesk Term Coverage Support and Consulting Services if the Customer or HP-authorized representative does not register with HP as stated herein.
- Use all reasonable efforts to support and cooperate with HP in connection with the Helpdesk Term Coverage Support and Consulting Services, including, without limitation, to provide all information necessary for HP to deliver the services in a timely manner and to enable HP to determine the level of support eligibility. The Customer acknowledges that HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Be responsible for the security of its proprietary and confidential information and for maintaining a procedure external to the hardware products for which the Helpdesk Term Coverage Support and Consulting Services are provided for reconstruction of lost or altered files, data, or software programs.
- Ensure that an adult representative is present when HP is providing services at the Customer's designated location or by telephone.
- Acknowledge that the Customer has no ownership interest in diagnostic software provided by HP, if any, and will cooperate with HP to remove these diagnostic programs upon completion of the applicable service.

This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

For a complete list of customer responsibilities, visit [hp.com/go/helpdesk](https://hp.com/go/helpdesk).

## Service limitations

- HP does not provide support for hardware or software products not designated in the [Service FAQs](#).
- Repair or service of hardware or software or parts exchange is not included in this service unless clearly stated otherwise in the [Service FAQs](#).
- Unless specifically stated otherwise in the [Service FAQs](#), platforms running operating systems such as Linux® or non-current versions of operating systems are not covered by the Helpdesk Term Coverage Support and Consulting Services.
- Unless specifically stated otherwise in the [Service FAQs](#), HP does not provide physical media, documentation, or other physical deliverables to the Customer with respect to the Helpdesk Term Coverage Support and Consulting Services.
- HP does not support or provide service to any non-supported software or any version of software more than 180 days after the release of its current version, unless otherwise agreed by HP.
- Unless specifically stated otherwise in the [Service FAQs](#), HP does not support or provide service to any network or Internet connectivity matters of the Customer.
- HP is not responsible for providing services that, in the reasonable opinion of HP, are required due to the Customer's inappropriate use of the PC or the software applications.

- HP is not responsible for providing services that, in the reasonable opinion of HP, are required due to the Customer's unauthorized modifications to supported hardware or software.
- HP does not provide service or assistance with respect to topics relating to Web development applications.

For a complete list of service limitations, please visit [hp.com/go/helpdesk](http://hp.com/go/helpdesk).

## Geographic coverage

Helpdesk is primarily serviced by North America-based helpdesk staff, offering 24x7 coverage for customers in the United States only.

## Support number

Call 1-877-219-5006 to receive support.

Call 1-281-378-2435 to receive support while traveling outside of the U.S.

Learn more at  
[hp.com/go/helpdesk](http://hp.com/go/helpdesk)

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