

Brief

HP Priority Access



Personal Identification Number PIN Code

Unique PIN codes that allow you to be recognised as a Priority Service Customer.



Priority Access



IT pro to IT pro



Online tools



Global

PIN Codes

Recognised as a Priority Service Customer

Upon purchasing Priority Access (or Priority Management), you will be provided unique Personal Identification Numbers. These PIN codes enable your IT Help Desk personnel to bypass standard HP trouble shooting. They will be will be connected with a highly trained HP Call Centre Agent, resulting in substantially shorter support call times, so you can get back to business. Note- these PIN codes are not intended for your end-users.

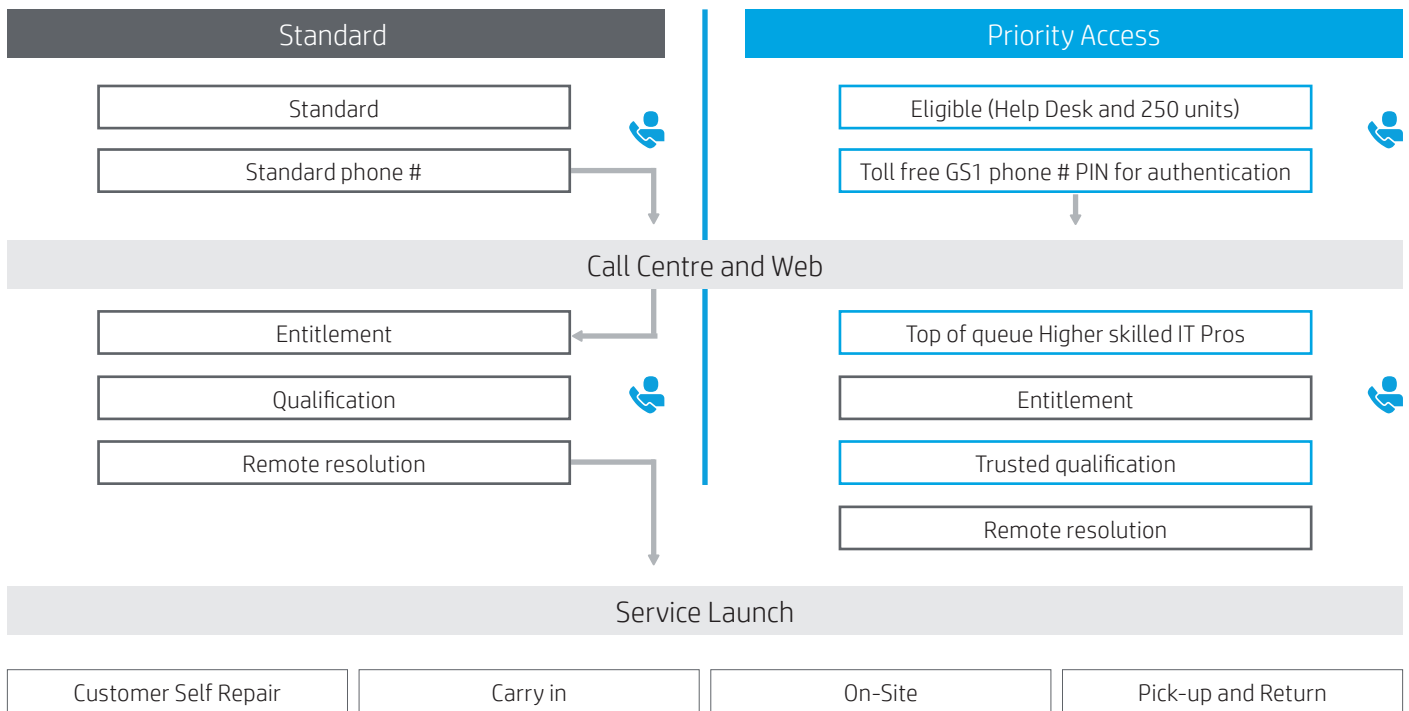
Global experience

Use of PIN's will enable your IT Help Desk personnel to contact trained support specialists in more than 60 countries and over 20 languages, thus experiencing a consistent, premium support experience globally PIN's are assigned by geographic regions:

- AMS: Americas (North, Central, South)
- APJ: Asia (China, India, Japan, Australia, South Pacific countries)
- EMEA: Europe-Middle East-Africa

PIN's are assigned based upon your geographic installed base.

Note: PIN's are assigned based upon the Priority Service CarePack purchased. You will not be able to access Priority Access for Print if you purchased only Priority Access for PC.



Priority Access



IT pro to IT pro



Online tools



Global

Recognised as a Priority Service Customer

These unique PIN codes enable HP Call Centres to recognise you as a Priority Access (or Priority Management Customer). Note- these PIN codes are not intended for your end-users.

How to use Priority Access

There two ways your IT Help-Desk can contact Priority Access support:

- Direct Access
- Online via Support Case Manager

Direct access

Toll-free phone access with top-of-queue priority to resolve PC and printer IT issues faster. Your unique PIN's allows for direct communication with specially trained support professionals around the world. Please refer to document HP Global Call Centres contact information for specific toll free phone numbers, hours of operation and languages.

Online Case Management tools

Web-based submission and tracking solutions. The HP Support Case Manager SCM provides 24/7 access and enables users to submit and manage support cases via the internet. To access SCM go to - www.hp.com/go/scm

Sign up for updates
hp.com/go/getupdated

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