

HP Priority Access



Personal Identification Number PIN Code

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



Priority Access



IT pro to IT pro



Online tools



Global

PIN Codes-

Recognized 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 connected with a highly trained HP Call Center 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

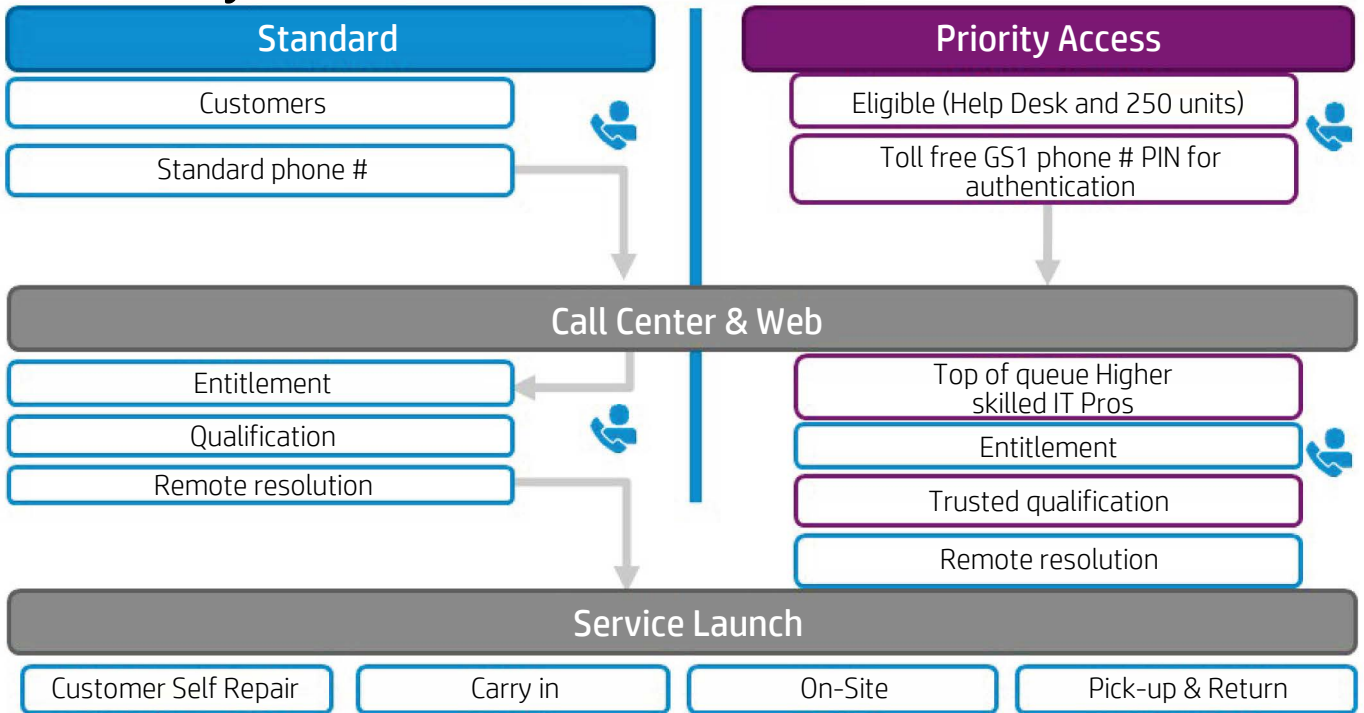
Use of PIN's will enable your IT Help Desk personnel to contact trained support specialists in more than 60 countries and over 20 languages, thus experiencing a consistent, premium support experience globally PIN's are assigned by geographic regions-

- 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.

HP Priority Access - How it works



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Global

Recognized as a Priority Service Customer

These unique PIN codes enable HP Call Centers to recognize 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 Centers 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

hp.com/go/hpsc

Sign up for updates

hp.com/go/getupdated



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