

# Helpdesk by HP Care Services



## Valuable help at your service

### Service benefits

- Keep business running smoothly
- Gain technical assistance across your many office technology brands
- Avoid wasteful, frustrating computer downtime
- Spend more time focusing on your business
- Part of HP Subscription, get your entire solution in one place and one monthly bill

### Service feature highlights

- Phone assistance and secure remote desktop sharing
- Extended working hours, six days a week
- 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 by HP Care Services, which provides your business with one number to call for technical assistance. Our comprehensive service gives you access to HP-certified technicians who provide assistance with 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-to, connectivity, mobility and other issues. Get started now with support that is easy, accessible and secure.

With the Helpdesk services you can also benefit from the Business Ready Suite, enabling you to resolve potential issues before they slow you down. After you have registered to the Helpdesk service, we will schedule a call to diagnose your systems and perform various tasks such as PC tune-up, ensure security settings are up to date or provide consultation on data migration for your new PC.

Since Helpdesk by HP Care is also part of HP Subscription, you can now 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 with one monthly bill.

## Service overview

Helpdesk, part of HP Care Services, 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 by HP Care Services technician who can temporarily access your computer to remotely diagnose and resolve issues in a highly secure support session.

Helpdesk One Service plan is covering one (1) primary device (e.g. computer, laptop or tablet) plus up to five (5) peripherals (e.g. printers, scanners, smartphone sync or back-up drives).

## Service benefits

- Gain comprehensive office helpdesk services from one plan – Enjoy quick, easy access to HP-certified technical help with installation, set-up, sync and troubleshooting for software applications and office devices.
- Identify potential PC issues before they slow you down – We will schedule a call to diagnose your systems and perform various tasks such as PC tune-up or to ensure your security settings are up to date.
- 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 by HP Care Services 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 in extended working hours, six days a week.
- 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.
- Since HP Helpdesk is part of HP Subscription, it can be easily bought on a monthly subscription for 12/24/36 month duration and support your cash flow requirement.

## Specifications

Service description	Term	Coverage
1y Helpdesk by HP Care	12 months	One device
2y Helpdesk by HP Care	24 months	One (1) primary device and up to five (5) peripheral devices
3y Helpdesk by HP Care	36 months	

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## Customer responsibilities

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

- Register the product or users to which the Helpdesk by HP Care Term Coverage Support and Consulting Services will be provided following the registration instructions provided on the Helpdesk by HP Care Term Coverage Services Portal, in email communications or as otherwise directed by HP. HP IS NOT OBLIGATED TO PROVIDE HELPDESK BY HP CARE TERM COVERAGE SUPPORT AND CONSULTING SERVICES IF customer OR HP-AUTHORISED REPRESENTATIVE DOES NOT REGISTER WITH HP AS STATED HEREIN.
- Use all reasonable efforts to support and cooperate with HP in connection with the Helpdesk by HP Care 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. 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 provided to HP by the customer.
- Be responsible for the security of its proprietary and confidential information and for maintaining a procedure external to the hardware products to which the Helpdesk by HP Care Term Coverage Support and Consulting Services are provided for reconstruction of lost or altered files, data or software programmes.
- 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/uk/helpdesk](http://hp.com/uk/helpdesk)

## Service limitations

- HP does not provide support in relation to 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 by HP Care 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 by HP Care Term Coverage Support and Consulting Services.
- HP does not support or provide service to any non-supported software or any version of software that is more than 180 days after 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 customer's unauthorised modifications made 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/uk/helpdesk](http://hp.com/uk/helpdesk)

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