

# HP Premium+ Support and HP Active Care



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




## Onboarding Quick Guide

This guide is for customers who own devices with  
HP Premium+ or HP Active Care.


Get the latest version of this [guide](#).



## Steps

1. Read the welcome email. 
2. Check that your Care Pack is registered. 
3. Check that the software is installed. 
4. Decide if you want the optional dashboard. 
5. Ask for help & support 

## Need more detailed information and instructions?

If you are an HP customer, open the User Guide. 

If you are an HP partner, open the Partner Operations Guide. 

# 1. Welcome Email



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Thank you for purchasing HP Premium+ Support or HP Active Care.

HP Premium+ Support and HP Active Care help you avoid catastrophic drive and battery failures by alerting you via a pop-up notice on your PC and allowing you to request repair directly from your PC. Larger customers that wish to manage the device repairs centrally can ask for an optional [dashboard](#).

If needed, installation options are as follows:

- a. One to a few devices: [Download](#) the HP software.
- b. Larger fleets: HP recommends mass enrollment. Install the HP Insights software using [alternative software distribution tools](#).

Learn more at [hp.com/premium-plus](https://hp.com/premium-plus)



## 2. Care Pack Verification



### Find your device serial number.

- For laptops, press and hold the Fn key and then press Esc.
- For desktops, locate the label on the back of the device.
- Copy the Serial Number.

### Open the [warranty check page](#).



- Enter your Country/Region and Serial Number.
- Look for Premium+ or Active Care in the middle of the page.
- If your system is fully registered, you will find **Premium+ or Active Care**
- If you do not find either, contact your reseller to have your service registered.

Look for Premium+ or Active Care in the section called **Service Level**

#### Additional Information

Coverage type	Care Pack
Status	Active
<b>Service level</b>	NextAvail TechResource Onsite <b>Active Care</b> STD NextAvail TechResource Remote Standard

# 3. Software Installation

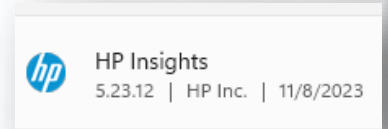
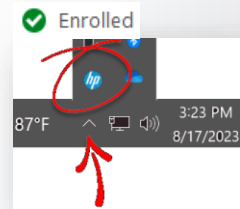


**Windows PC G10<sup>1</sup> or newer:** software should download and enroll automatically through Microsoft Windows Update<sup>2</sup>.

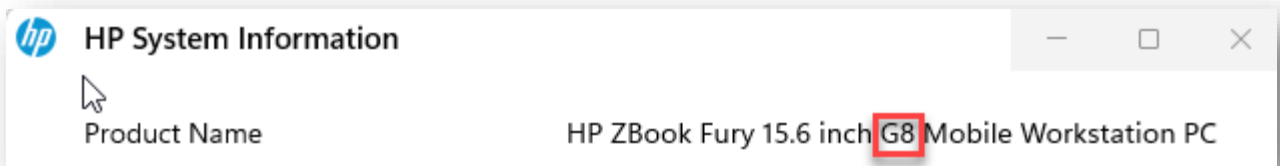
**Windows PC G9<sup>1</sup> or older:** follow steps below<sup>2</sup> to verify it is installed.

## <sup>2</sup>Verify:

- Find and click the HP icon in the system tray. If the status is not Enrolled or you cannot find the icon, reinstall the software.<sup>3</sup>
- In your Windows search field, type Applications and run it. Enter “HP Insights” in the search field. If it is not in the list, reinstall the software.<sup>3</sup>



<sup>1</sup>Find your Windows PC generation. For laptops, press and hold the Fn key and then press Esc. Look in the Product Name e.g. G8, G9, G10.



<sup>3</sup> [Download](#) the HP software. For Windows PCs, run and select Auto Enroll. Read this [article](#) for more details.

# 4. Optional dashboard



Large customers with many devices can [request an optional dashboard](#).

With a dashboard, you can:

- See the status of all devices.
- See incidents reported and repair cases created for all devices.
- Respond to predictive\* incidents and open a case for repair to HP.
- Submit additional warranty repair to HP.

\*HP Premium+ and HP Active Care can detect hardware failures before they happen.

**Battery Replacement**  
Data updated at 09/20/2023 at 04:55:26 AM (UTC)

Healthy Batteries  
Battery replacement not required

**Thermal Grading**  
Data updated at 09/20/2023 at 04:55:26 AM (UTC)

Good Thermal Grading  
All PCs have good thermal grading

**ALL INCIDENTS BY TYPE**  
Data updated at 09/20/2023 at 04:55:26 AM (UTC)

Date	Hardware Health	OS Health	Security	Hardware Change
07-02-2023	0	20	0	0
07-09-2023	0	14	0	0
07-16-2023	0	15	0	0
07-23-2023	0	17	0	0
07-30-2023	0	39	0	0
08-06-2023	0	15	0	0
08-13-2023	3	0	0	0
08-20-2023	3	0	0	0
08-27-2023	2	0	0	0
09-03-2023	7	0	0	0
09-10-2023	11	0	0	0
09-17-2023	1	0	0	0

**Device List:**

Serial Number	Model	Status
7E24A0	HP ZBook Firefly 14 inch G...	Active 3 minutes ago
7E990A	HP ZBook Firefly 14 inch G...	Active 3 minutes ago

**Incident Details:**

Device	Health	Alert
7e24a0	Hardware Health	Battery Needs Attention
7e990a	Hardware Health	HDD Predictive Failure

# 5. Help & Support



If you have any questions or are unable to execute any of the previous steps, please contact HP.



If you do not have an account, [create one.](#)

If you already have an account, [create a case.](#)

