

HP Active Care



Frequently Asked Questions
(FAQ) For Customers

Q: What is HP Active Care?

A: HP Active Care is a world-class PC service and support for office and mobile workers. HP Active Care helps achieve optimal uptime and fast resolution support on HP devices.^{1,2} With remote technical support, predictive device health analytics, remediation services, and Next Business Day Onsite Response, HP Active Care keeps employees up and running in the office or on the go.

HP Active Care also accelerates problem diagnosis and remediation on HP devices, often before the device issue impacts users' productivity. Automated Case Generation minimizes disruption by prompting end users to open a case as soon as an issue is detected, before the device goes down, enabling end users to schedule repairs at their convenience.

Optimize PC uptime with predictive, proactive analytics that let IT Admin know the condition of every HP device in the fleet and can quickly identify issues when and where they occur, order replacement parts, and install them as needed.

- Only for HP devices and offers:
- 3-, 4-, or 5-year plans
- 24/7 Remote Support
- Next Business Day Onsite Response

Q: What exactly is included in HP Active Care?

A: HP Active Care includes the following:

- Next Business Day Onsite Support with parts and materials included, if issues can't be resolved remotely.
- Prioritized remote support that's available globally 24/7 in English.
- Pop-up alerts about pending device issues on the end users' devices. This is based on predictive insights and analytics driven from HP TechPulse.
- Optional dashboard for IT Administrator that can be used to facilitate case creation for end users.
- Automated case generation so end users can quickly schedule remediation when and where it is convenient to them. This also eases the burden on IT Admins managing the dashboard.

Q: What services are included in HP Active Care?

A: HP Active Care includes the following:

- **HP TechPulse Portal** - HP Active Care enables IT Admin to receive notifications related to the health of their HP devices on an optional dashboard in the HP TechPulse portal. These alerts provide insights on thermal grading, hard disk drive (HDD) issues, low

batteries, and critical BIOS updates. In addition, this also allows for automated case generation for HDD and battery failures to HP's Support Case System.

- **Remote Problem Diagnosis and Support** - After receiving the device issue alert and acknowledging the case, HP will begin to isolate, troubleshoot, and resolve the hardware incident. Prior to onsite assistance, HP will perform remote diagnostics using electronic remote support to access the devices or use other means available to facilitate remote resolution.
- The IT admin is also able to create tickets via the HP Active Care dashboard on specific high-level incidents such as HDD issues or battery issues. Alerts for thermal grading and BIOS updates are also generated to help troubleshoot faster and provide remediation.
- **Onsite Hardware Support** - For hardware incidents that cannot be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. In addition, this service includes Next Business Day Onsite Support, allowing HP or an HP Authorized Delivery Partner to identify and resolve issues with customer devices fast and more precisely.
- **Replacement Parts and Materials** - HP or an HP Authorized Delivery Partner will provide HP-supported replacement parts and materials necessary to maintain the covered product in operating condition, including those for available and recommended engineering improvements.

Q: Which optional services are available with HP Active Care?

A: HP Active Care offers the following optional add-on services:

- **Accidental Damage Protection** - This service covers repair or replacement costs for accidents like drops, spills, or electrical surges. Customers can benefit from remote problem diagnosis and support, onsite hardware repair or replacement with replacement parts and materials included.^{3,4}
- **Defective Media Retention** - Securing data and media is critically important. Securely maintain control of defective media if it needs replacement in a way that meets your security standards.^{3,4,5}
- **Travel Support** - Travel worry-free, stay productive, and reduce downtime whenever with local language telephone and onsite support in over 90 countries.^{3,4}
- **HP Wolf Protect and Trace** - Reliably protect data, track your fleet of HP devices, and keep unauthorized users from accessing files and documents on their network with HP Wolf Protect and Trace. Powered by HP TechPulse, HP Wolf Protect and Trace provides a complete hardware-enforced find, lock, and erase service.⁶

Q: Who are ideal customers for HP Active Care?

A: HP Active Care is relevant for small and mid-sized businesses and enterprises with 50-5,000 HP devices, wanting to help identify device issues before the incidents impact

employee productivity. In addition, anyone interested in purchasing this service via an HP Care Pack mechanism versus contractual would be a good candidate for this service.

Q: When will HP Active Care be available?

A: HP Active Care is now available worldwide.

Q: Which products does HP Active Care cover and how do customers access the HP Active Care dashboard?

A: HP Active Care is offered on most HP commercial desktops and laptops, Chromebooks, and point of sale systems (RPOS); excluding thin clients.⁴

- 2021 devices: One must install HP TechPulse manually.
- 2022 devices: If the out-of-box experience (OOBE) is checked at the time of your hardware's first boot, that consent enables HP to install HP TechPulse to collect information related to the device.
- 2023 devices: Buy and register HP Active Care. HP Services Scan is provided on select HP commercial devices through Windows Update and will check entitlement on each hardware device to determine if HP Active Care has been purchased and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>.
- Access full information in the [HP Active Care User Guide](#)

Q: What is new in HP Active Care?

A: HP Active Care now sends end users proactive alerts as pop-up messages on their HP devices when an issue is detected. End users can choose to snooze the alert or view it directly on their devices. The alert detail allows a user to add WHEN and WHERE they would like the repair services to happen (home, office, traveling).

Also, new in 2023 is that for select HP commercial devices (Gen 10+), HP Services Scan is provided through Windows Update and checks for service entitlement on each hardware device to determine if HP Active Care has been purchased. If HP Active Care has been purchased for that device, the applicable software will be automatically downloaded to the device. This simplifies the activation of HP Active Care, requiring no extra efforts for IT admins or end users.

Q: What is the duration of the HP Active Care term?

A: HP Active Care is available for 3, 4, or 5 years.

Q: What are the advantages of buying HP Active Care vs. buying other break-fix services?

A: HP Active Care is the fastest, predictive and proactive Next Business Day Care Pack. In contrast to Next Business Day alone, HP Active Care uses telemetry and PREDICTIVE alerts, allowing IT to resolve issues before they impact the end users. All of this is available for approximately a dollar more a month than Next Business Day Onsite Support alone. Since device issues are resolved before incurring device downtime, customers benefit from more uptime and greater employee productivity. In addition, HP Active Care also provides the option to add additional features such as Defective Media Retention, Accidental Damage Protection, Travel Support or HP Wolf Protect and Trace to suit all your business needs.

Q: Does HP Active Care need to be registered?

A: Yes, like other HP Care Packs, HP Active Care needs to be registered for the service to be initiated. Unlike other types of HP Care Packs, HP Active Care must have the email address of the person (IT Admin) who will be managing the HP Active Care Dashboard, if the optional dashboard is desired and requested. If you do not provide a valid email address at the time of registration, this service is unable to be entitled and used. NOTE: The dashboard is no longer required.

Q: When does HP Active Care need to be registered?

A: HP Active Care must be registered within 10 days of purchase. If HP Active Care is purchased through an HP Authorized Delivery Partner, it may be registered up to 30 days post sale.

Q: How do I register HP Active Care?

A: There are 3 ways to register HP Active Care:

- For Partners, registration is available via Channel Services Network, and follows the standard Care Pack registration process. Please note that the email of the person monitoring the optional HP Active Care dashboard needs to be provided at the time HP Active Care is purchased.
- Auto-registration: If the auto-registration criteria is met, then HP Active Care will be automatically registered and the customer will receive a copy of the certificate sent to the e-mail provided on the order.
- If auto-registration is not possible, the customer will receive an e-mail to register HP Active Care. This is sent to the e-mail provided on the order and Fixed Care Pack Ops will try to obtain the missing data and attempt registration.

Q: How can I learn more about HP Active Care and other HP Services?

A: For more information on HP Active Care along with the full offering of HP Services, please visit at <http://www.hp.com/active-care> or contact your HP sales or partner representative.

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1. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase or the services registration date, whichever is provided. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
2. HP Active Care requires HP TechPulse to be installed. Customer must manually download the HP TechPulse Windows app at www.hpdaas.com/software or provide consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the device. HP Services Scan is provided on select HP commercial devices through the Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased and will download applicable software automatically. To disable this feature, please follow the instructions at https://hp.service-now.com/techpulse_kb?id=kb_article&sysparm_article=KB0013749. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.
3. Service levels and response times may vary depending on your geographic location.
4. Sold separately or as an additional option.
5. If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer.
6. HP Wolf Protect and Trace is available on select HP 400, 600, 800, 1000, Windows based Elite Dragonfly Laptops, select 800 desktops, and Z1 G8 Workstations and will function when the device is powered on and connected to the Internet. HP Wolf Protect & Trace requires HP TechPulse to be installed. Customer must manually download the HP TechPulse Windows app at www.hpdaas.com/software or provide consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the device. HP Services Scan is provided on select HP commercial devices through Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.