







Onboarding Quick Guide

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

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

Steps

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

Need more detailed information and instructions?

For HP customers, open the User Guide. 

For HP partners, open the Partner Operations Guide. 

1. Care Pack Verification



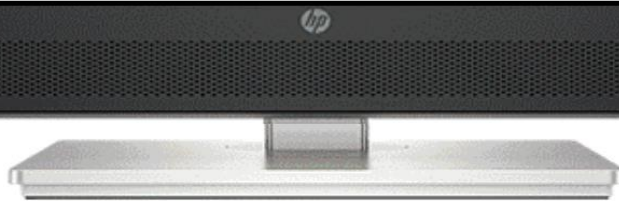
Find your device serial number.

- 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 in the middle of the page.
- If your system is fully registered, you will find **Premium, Premium+, or Active Care.**
- If you do not find them, contact your reseller or [HP](#) 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
Service level	NextAvail TechResource Onsite Active Care STD NextAvail TechResource Remote Standard

2. Software Installation

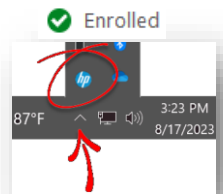


Windows PC G10¹ or newer: software should download and enroll automatically through Microsoft Windows Update².

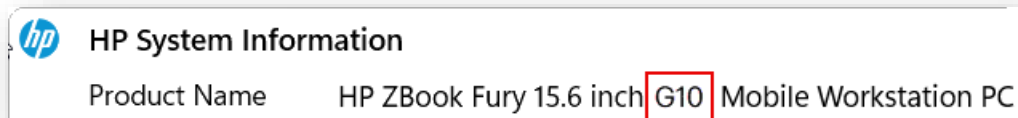
Windows PC G9¹ or older: follow steps² below to verify it is installed.

²Verify:

- Find and click the HP icon in the system tray. If the status is not Enrolled or you cannot find the icon, please download the [HP Insights Health Checker](#) and extract and run the .exe file.
- In your Windows search field, type Applications and run it. Enter “HP Insights” in the search field. If it is not in the list, please download the [HP Insights Health Checker](#) and extract and run the .exe file.



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



3. Optional dashboard

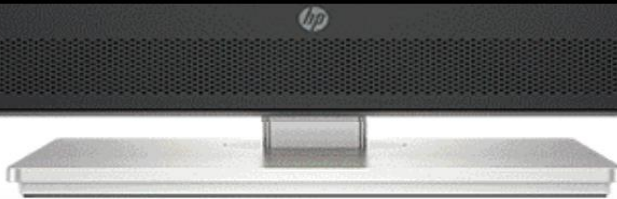


Large customers with many devices can [request an optional dashboard](#).

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 Premium+ 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	Total
07-02-2023	0	20	0	0	20
07-09-2023	0	14	0	0	14
07-16-2023	0	15	0	0	15
07-23-2023	0	17	0	0	17
07-30-2023	0	39	0	0	39
08-06-2023	0	15	0	0	15
08-13-2023	3	0	0	0	3
08-20-2023	3	0	0	0	3
08-27-2023	2	0	0	0	2
09-03-2023	7	0	0	0	7
09-10-2023	11	0	0	0	11
09-17-2023	1	0	0	0	1

Serial Number	Model	Status
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="All"/>
<input type="checkbox"/>	7e24a0	Hardware Health Battery Needs Attention
<input type="checkbox"/>	7e990a	Hardware Health HDD Predictive Failure

4. Help & Support



top prev

Before contacting HP for help, please download the [HP Insights Health Checker](#) and extract and run the .exe file.

If you have any unable to execute any of the previous steps, please:

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

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