

## HP Care Pack Services

How to register your new HP Care Pack

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Thank you for purchasing an HP Care Pack to provide an extended period of cover and/or an enhanced level of support for your HP equipment. It is essential to register your HP Care Pack as this process notifies HP that the support agreement is active and provides the Company with important information about your HP hardware product.

On-line registration is easy – just follow this simple process:

- 1) Open the email that you will have received from HP. It will be addressed from "CSNCAREPACK@HP.COM" with the subject "Register your HP Care Pack Services (HP Partner PO P123456 & Customer PO 789123)"
- 2) The email contains two important elements: the registration link and an activation number.

From: CSNCAREPACK@HP.COM [mailto:CSNCAREPACK@HP.COM]  
Sent: 31 October 2006 02:34  
To: chris.brooks@4pltd.com  
Subject: Register your HP Care Pack Services (HP Partner PO P176478 & Customer PO 1879-219)

PLEASE DO NOT REPLY TO THIS MESSAGE AS IT IS SYSTEM GENERATED AND REPLIES WILL NOT BE SEEN.

Dear Customer,

HP Partner PO Number: P176478

Customer PO Number: 1879-219

Thank you for your purchase of HP Care Pack Services.

To activate your purchase, you must register as soon as possible.



Please click on the URL below for registration:

[http://h30125.www3.hp.com/csn/salesmktg/elfpack/elf\\_enduser\\_main.asp?orderrefnum=215796f5177e8589f3197e&ccode=gb&lcode=en](http://h30125.www3.hp.com/csn/salesmktg/elfpack/elf_enduser_main.asp?orderrefnum=215796f5177e8589f3197e&ccode=gb&lcode=en)

Enter your Activation Number (case sensitive): **1879-219** to register your HP Care Pack Services.

If you experience a problem with the above hyperlink please copy the complete 'URL text' below and paste in your Internet browser address box.



Start copying here -->

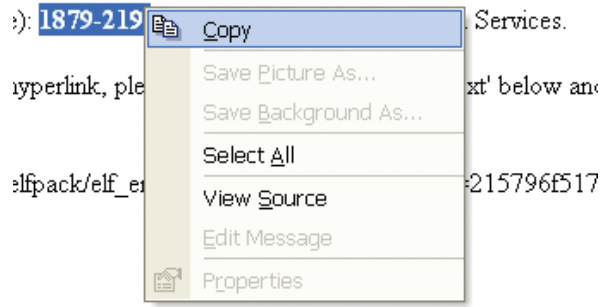
[http://h30125.www3.hp.com/csn/salesmktg/elfpack/elf\\_enduser\\_main.asp?orderrefnum=215796f5177e8589f3197e&ccode=gb&lcode=en](http://h30125.www3.hp.com/csn/salesmktg/elfpack/elf_enduser_main.asp?orderrefnum=215796f5177e8589f3197e&ccode=gb&lcode=en)<---End Copying here

Thank you,

HP Care Pack Services Team.

3) Highlight and copy the activation number before clicking on the registration link.

[elpack/elf\\_enduser\\_main.asp?orderrefnum=215796f517](#)



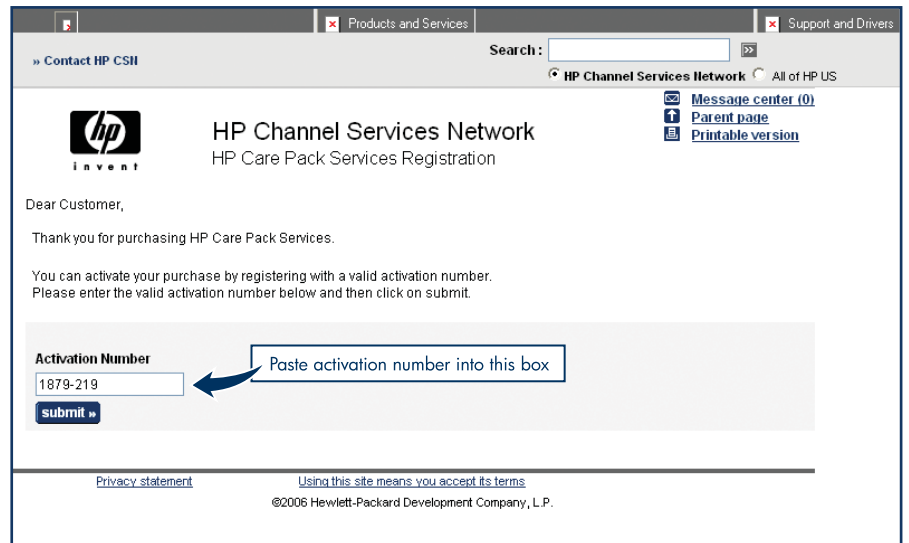
4) When you have clicked on the link the following window will appear within your internet browser.

Paste the Activation Number (previously copied from the email) into the box as indicated and click [submit »](#)

**Note**

a) If, when you click on the link in the email, it does not automatically open your browser or it does not take you to the above page, please highlight and copy the entire link from within the email and paste it into the address area of your browser. This should then return the page above.

b) It is important to ensure that the entire Activation Number is highlighted and copied in to the indicated box. Any discrepancy in the details entered will result in an inability to register your HP Care Pack.

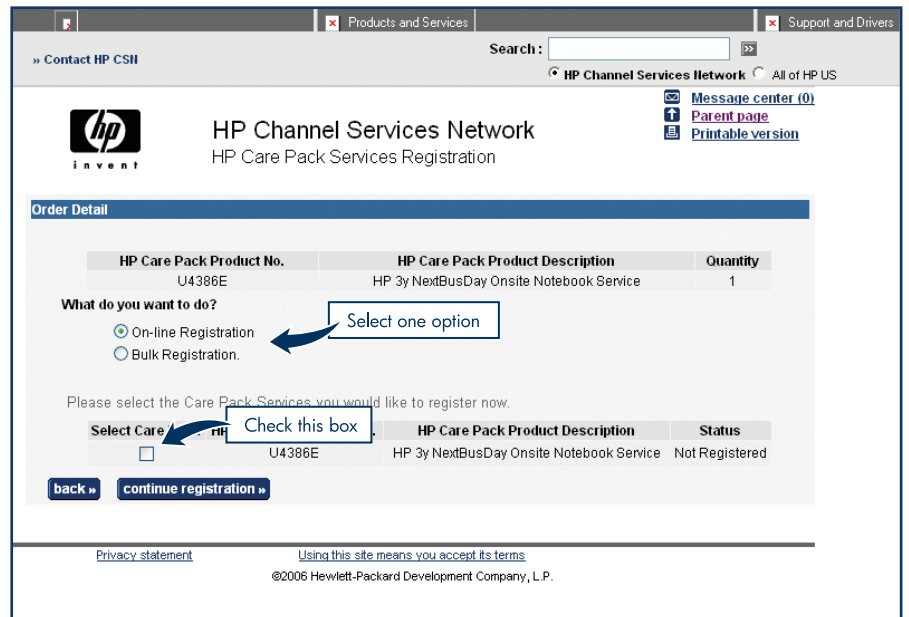


5) The following screen will appear.

This screen provides details of the HP Care Pack part code and the service level that it offers. It will show the status of this HP Care Pack as "Not Registered"

Select 'On-line Registration' if you have one HP Care Pack to register, or select 'Bulk Registration' if you have multiple HP Care Pack Services to register.

Check the Select Care Pack box and click [continue registration »](#)



6) The following screen will appear

This screen will already be populated with your reseller's details and you will need to change them.

Check the 'Would you like to change/add to the information below?' box

Select 'Company' if you are registering a piece of HP equipment used by your company/organisation or 'Individual User' if the equipment is for your personal use.

Select either 'Yes' or 'No' to the question regarding future contact from HP.

Enter the Product Serial Number of the equipment that this HP Care Pack has been purchased to support.

### Note

The serial number of the hardware against which you are registering an HP Care Pack Services must be either 10 or 12 digits to permit registration. The serial number can generally be found on a sticker affixed to the rear or base of your HP product.

If your HP hardware appears to have an 11 digit serial number, it is essential to ignore the 's' at the beginning. This can then be treated as a 10 digit serial number. For example, the serial number 'sCNU6400MSN' should be treated as 'CNU6400MSN'.

### 10 digit Serial Numbers

If your hardware product has a 10 digit serial number, you must key this serial number into the Product Serial No. box. It is also necessary to provide the Product Number in the adjacent box. This number can also be found on the sticker carrying the product serial number e.g. RH410ET. Do not enter the product description e.g. Compaq nx7400 into this box.

Some product serial numbers contain a '#' followed by more digits. Do not enter the '#' or these additional digits.

### 12 digit Serial Numbers

If your hardware product has a 12 digit serial number, you should not key in the Product Number also.

Please ignore the Peripheral 1 box in all instances

The screenshot shows the HP Channel Services Network registration page. The page title is "HP Channel Services Network" and the subtitle is "HP Care Pack Services Registration". The HP logo is visible in the top left. The page is divided into two main sections: "Customer Detail" and "Registration Detail".

**Customer Detail:**

- Question: "Would you like to change/add to the information below?" with a checked checkbox. Annotation: "Check this box".
- Customer Type: Radio buttons for "Company" (selected) and "Individual User". Annotation: "Select one option".
- Fields: Company Name (4P Marketing & Sales Service), Address 1 (Unit 4 Millennium Business), Address 2 (Station Road, Steeon), First Name (Chris), City (Keighley), Last Name (Brooks), State/Province (West Yorkshire), E-Mail (chris.brooks@4pitted.com), Postal Code/Zip (BD20 6RB), Telephone (0870 777 3001), Country (GREAT BRITAIN), Fax (0870 777 3002).
- Question: "Occasionally, HP communicates information about products, services, and/or support. This may include new product information, special offers, or possibly an invitation to participate in market research information that may be relevant to you?" with "Yes" (selected) and "No" radio buttons. Annotation: "Select one option".

**Registration Detail:**

- HP Care Pack Product No. (U4386E) and Product Serial No. (CNU6400MSN RH410ET) fields. Annotations: "Enter product serial number here" pointing to the serial number field, and "Enter hardware product number here" pointing to the Product No. field.
- Buttons: "back to order details" and "preview".
- Note: "All the fields above in bold are mandatory for registration." (The Product Serial No. and Product No. fields are bolded in the original image).

Footer: "Privacy statement", "Using this site means you accept its terms", and "©2006 Hewlett-Packard Development Company, L.P.".

7) Click the preview button and the following screen should appear.

Check that all details have been entered correctly on this screen and, if so, click [confirm care pack registration](#)

The screenshot shows the 'Preview Registration' page in the HP Channel Services Network. The page header includes the HP logo and the text 'HP Channel Services Network HP Care Pack Services Registration'. There are navigation links for 'Message center (0)', 'Parent page', and 'Printable version'. The main content is divided into two sections: 'Customer Information' and 'Product Registration Info'.

**Customer Information**

Company	4P Marketing & Sales Servies Ltd
Department	
Customer Name	Chris Brooks
Address	Unit 4 Millennium Business Park Station Road, Steeon Keighley, West Yorkshire - BD20 6RB GB
Telephone	0870 777 3001
Fax	0870 777 3002
E-Mail	chris.brooks@4pltd.com

**Product Registration Info**

Product Serial Number	Product Number	Care Pack Serial Number	Product Description	Status
CNU6400MSN	RH410ET	G016GB20DE19	Cnx7400FFUT7200W512XCh10PaT ALL	Not Registered

Please **check** the Product Serial Numbers are applicable to the HP Care Pack Services you plan to register. In case there is a discrepancy observed, your registration can be cancelled by the system.

Navigation buttons: [back](#) [confirm care pack registration](#)

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8) The following screen will appear which confirms that your HP Care Pack has been registered successfully.

Click [go to printing certificates](#)

The screenshot shows the 'Care Pack(s) Registered' page in the HP Channel Services Network. The page header is identical to the previous screen. The main content is divided into two sections: 'Customer Information' and 'Product Registration Info'.

**Customer Information**

Company	4P Marketing & Sales Servies Ltd
Department	
Customer Name	Chris Brooks
Address	Unit 4 Millennium Business Park Station Road, Steeon Keighley, West Yorkshire - BD20 6RB GB
Telephone	0870 777 3001
Fax	0870 777 3002
E-Mail	chris.brooks@4pltd.com

**Product Registration Info**

Product Serial Number	Product Number	Care Pack Serial Number	Product Description	Status
CNU6400MSN	RH410ET	G016GB20DE19	Cnx7400FFUT7200W512XCh10PaT ALL	Registered

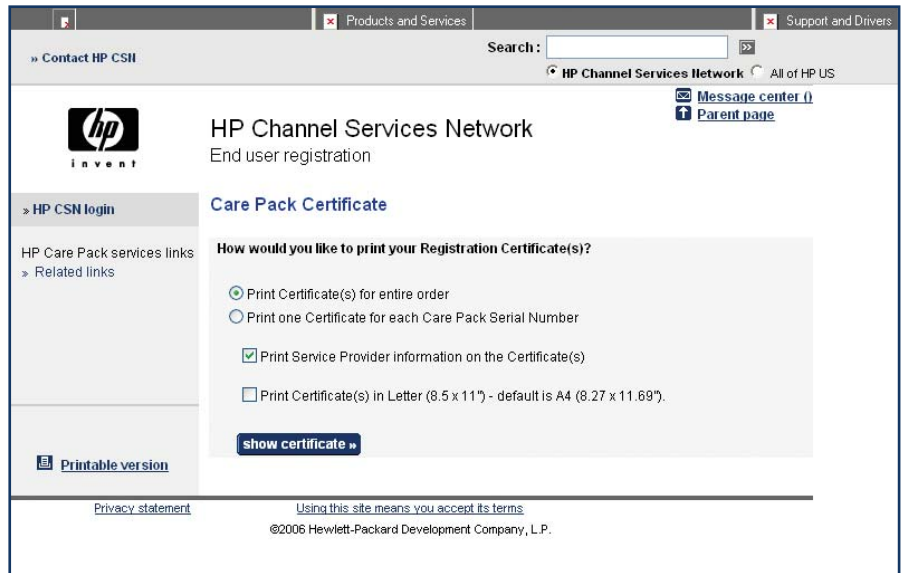
Please **check** the Product Serial Numbers are applicable to the HP Care Pack Services you plan to register. In case there is a discrepancy observed, your registration can be cancelled by the system.

Navigation button: [go to printing certificates](#)

Footer: [Privacy statement](#) [Using this site means you accept its terms](#)  
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9) The following screen will appear which allows you to print and save the HP Care Pack certificate

Click [show certificate »](#)



10) The following screen will appear.

It is recommended that this certificate is printed and saved electronically as it is your official proof of purchase. To save an electronic copy of the certificate, simply click on File, Save and then select the location to which you wish to save the file



### Problems registering?

If you experience any issues with the registration of your HP Care Pack, please download and complete Registration Query Form from:

[www.hpreg.com/query\\_form.xls](http://www.hpreg.com/query_form.xls)

Fill in the requested details and email this to [registrations@plus-pack.com](mailto:registrations@plus-pack.com).

[www.hp.com/uk/carepack](http://www.hp.com/uk/carepack)

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UK 4P 12/2007

