



# HP Passport How to Register

# What is HP Passport?

**The registration procedure of HP passport is explained. It is possible to use service of many of HP support center which contain SCM by HP passport.**

**The followings are services of HP support center which can use by acquisition of HP passport account.**

- My Support : Technical support line and HP Care Pack service are managed at a single site.
- Support Community (HP Support Center Forum) : It is a community of information sharing.
- Support Case Manager (SCM) : It is the service which requests repair by WEB earlier than a telephone. Status can be checked on WEB.



# Access to HP Support center

1. Access to HP Support center <http://hp.com/go/hpsc>

2. Click it "Register for HP Passport" in the "My HP Support Center" displayed on the page right central part.

HP Support Center

Support Center Home My Support Insight Online My IT Environment

Download options Knowledge Base Forums Parts, Repair & Warranty Get help from HP

## Support Center Home

You are now signed-out.

**Important Note:** HP Support Center is currently undergoing maintenance. Some site features may be temporarily unavailable. We apologize for this inconvenience. Service will be restored as soon as possible.

Welcome to HP Support Center! Learn about the [features and benefits](#), view an introductory [video](#), find out [how to get started](#) or see [what's new](#).

**Important Note:** Completed support cases older than thirty days are not accessible via Support Case Manager. If detailed information from closed cases is required, please retain the information upon completion of the case. For further assistance, please use the HP Support Center [Ask a Question](#) page.

**Support options**

**DOWNLOAD OPTIONS**  
Drivers, Software & Firmware

**KNOWLEDGE BASE**  
Search HP Support Center  
Top issues  
Most viewed solutions  
Advisories, Bulletins & Notices  
Manuals

**TASKS**

### Find support for your HP product

What is your HP product?

Find an HP product by search  
Enter a product name or number  
 **GO**  
(e.g. LaserJet CP 6015de)

OR

**Browse all HP products**  
Select a category

### My HP Support Center

**SIGN-IN**

Register for HP Passport  
Need help with sign-in?

**My Support**  
My recent products  
View my contracts & warranties  
Manage my contracts & warranties

### My HP Support Center

**SIGN-IN**

**Register for HP Passport**

Need help with sign-in?



# Sign-in Information/Password setup

Sign-in Information

\* User ID  Please create a user ID.  
(Minimum 5 characters letters, numbers and special characters)

\* Password   
(Minimum 8 characters letters, numbers and special characters)

\* Confirm password

The user ID that we use within HP web sites. Your password must contain a combination of upper/lowercase letters, numbers, and special characters excluding "&" and "!". It cannot be the same as your user ID.

Forgot Password Information

If you forget your password, we can use these answers to verify your identity. Make sure your answers are easy for you to remember, but hard for others to guess.

\* Security question

\* Security answer

\* Security question

\* Security answer

3. HP Passport single sign-in service lets you use one user ID and password of your choice to sign-in to all HP Passport-enabled Web sites. Display the user registration page. Please input according to an input rule.  
\* = Required field



# Personal Information

Personal Information

Title (Mr., Ms.)

\* First name

Middle name

\* Last name

\* E-mail address

\* Preferred language

\* Country/Region of residence

**Why do we collect this information?**  
This information is used to personalize your user experience within HP Passport-enabled web sites. The e-mail is used to send information to you about your account, such as password recovery messages.

4. Input the personal information. It is possible also by not a personal name but the company name, and a department name.  
\* = Required field

**“Preferred language” and “Country/Region of residence” should choose Japan.**



# Business Contact Information

Business Contact Information

Country/Region: Japan  
Changing your country/region will customize the address fields below.

Company name:

Building:

Mailstop:

Street address 1:

Street address 2:

District/Village:

Town/City:

Post code:

State/Province:

Phone:     
Area Code Phone number Ext.

Fax:     
Area Code Phone number Ext.

Time zone: Select your time zone value

5. "Business Contact Information" page is displayed. Please input the company information. "SUBMIT" button of the page lower right part is clicked after the completion of input.

Please input the same value into "Street address 1" and "District/Village".

Please input the phone number.



# Business Contact Information Sample

Business Contact Information

Country/Region: Japan  
Changing your country/region will customize the address fields below.

\* Company name: 日本ヒューレット・パカード株式会社

Building:

Mailstop:

\* Street address 1: 大島2丁目2番1号

Street address 2:

\* District/Village: 大島2丁目2番1号

\* Town/City: 江東区

\* Post code: 136-8711

\* State/Province: 東京都

Phone:  03-5628-1101   
Area Code Phone number Ext.

Fax:     
Area Code Phone number Ext.

Sample) 日本ヒューレット・パカード株式会社 本社  
〒136-8711  
東京都江東区大島2丁目2番1号  
電話 : (03) 5628-1101

Please input the same value into "Street address 1" and "District/Village".

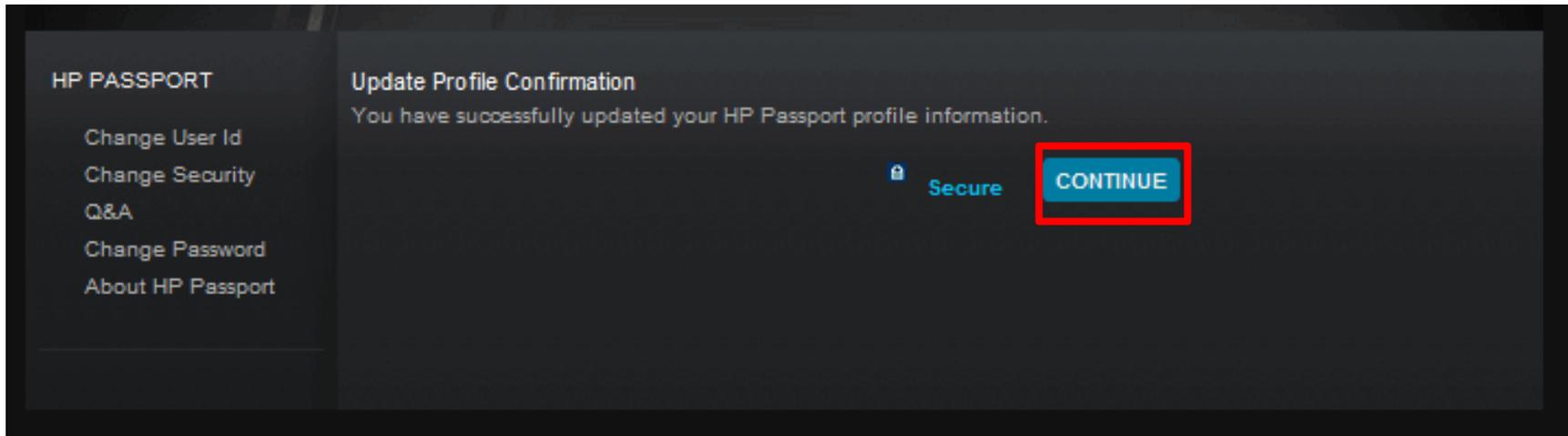
Please input the phone number

herein is subject to change without notice.



# The completion of user registration

6. The following page is displayed.  
Click the [CONTINUE] button



# Back to HP Support Center

7. Top page of HP Support center is displayed. It has already signed in.

HP Support Center

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### Support options

**DOWNLOAD OPTIONS**

- Drivers, Software & Firmware
- Patch management
- Diagnostic passwords
- Software updates and licensing

**KNOWLEDGE BASE**

- Search HP Support Center
- Top issues
- Most viewed solutions
- Advisories, Bulletins & Notices

### Find support for your HP product

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(e.g. LaserJet CP 8015de)

OR

**Browse all HP products**  
Select a category

More product selection options

### My HP Support Center

Welcome, [redacted]

Sign-out

Edit your profile

### My Support

- My recent products
- View my contracts & warranties
- Manage my contracts & warranties



# Thank you

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