



Frequently asked questions about HP Support Contract Assistant (SCA)

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SCA for beginners [↓](#)

- Q1 What is the HP Support Contract Assistant (SCA)?
- A1 HP SCA is a free online tool that enables customers to review, revise, and renew their support contracts over the Web. In addition, you can look up product warranty and support availability information, as well as access prepaid support.
- Q2 What do I gain by using this service?
- A2 HP has made an ease-of-doing business breakthrough with HP SCA. By making your contract changes online, your productivity will increase and you will need to perform less rework. You can view, manage, and renew your contracts at your convenience. In addition, increased accuracy of your support data helps ensure that you have the correct coverage for your critical equipment.
- Q3 What kinds of changes can be submitted through SCA?
- A3 In SCA you can add or remove equipment, or change your contact and address information, updating your contract in a structured way. You also have access to a free “**comments**” box, where you can provide any further details about your request. Change requests will be automatically forwarded to your contract administrator for processing.
- Q4 Is there a charge for HP SCA?
- A4 There is no charge for the use of this Web-based tool. It was created for the convenience and satisfaction of HP customers.
- Q5 How is HP SCA different than the HP IT Resource Center?
- A5 HP SCA enables you to view, manage, and renew your support contracts, while the IT Resource Center (ITRC) provides you with access to online technical support for which you are entitled through your support contract. The ITRC also provides access to online training, planning and implementation assistance, and technical forums. As a complement to the ITRC, HP SCA lets you order renewals; request contract adds, moves, and changes; and view line-item contract detail with pricing. Please be aware that the access details for SCA are not the same as those for the ITRC. You will need to request a different login for the ITRC from the ITRC website (www.itrc.hp.com) using the “**Register**” link.

Security and privacy [↓](#)

- Q6 How do I know that my support contract information is secure and not accessible by any other companies?
- A6 HP SCA is a **secure site** that uses 40-bit VeriSign digital certificates with Secure Sockets Layer (SSL) encryption. In addition, you will be given a confidential user ID and password to access your contract information. You can change your password at any time.

- Q7 How does HP help ensure my privacy?
- A7 HP and its subsidiaries are committed to respecting your privacy. We have structured our websites so that, in general, you can visit HP on the Web without identifying yourself or revealing any personal information. Once you choose to provide us personally identifiable information (any information by which you can be identified), you can be assured that it will only be used to support your customer relationship with HP. To read the HP Privacy Statement, visit: www.hp.com/country/us/eng/privacy.htm

Training guide and support on SCA [↑](#)

- Q8 Is there any formal training required to learn how to use HP SCA?
- A8 SCA was designed to be an intuitive tool for use by customers with a variety of job functions. If you do need some help with the tool there are a number of training links detailed on your SCA homepage. You can also visit the HP Education website to see demos, a quick reference guide, and full SCA training at: <http://h10076.www1.hp.com/education/sca/sca.htm>
- Q9 How do I navigate around SCA?
- A9 There is a task bar on the left-hand side of the SCA homepage that remains visible as you navigate around the tool. Always use the buttons or links on the SCA page to move backward and forward. Using the “**Back**” button on your Web browser will cause the page to expire because it is a secure Web page. For more information about navigating around SCA, visit the training links to understand what SCA can offer.
- Q10 Where do I go for help on HP SCA?
- A10 A range of resources is available for you depending on your question.
- Process questions (how to use the tool)—refer to the training material described in Question 8.
 - Technical questions (difficulty using the tool)—if your problem is not resolved using the training material or the FAQs document, contact the HP Support Contract Assistant specialist, as detailed in the “**Help**” link on the SCA homepage
 - Support agreement questions—contact your HP contract administrator
- Q11 What questions can I use the chat icon for?
- A11 Our chat reps can assist you with any tool-related questions. Please note that the Chat icon is only available in certain countries. If the Chat icon is not available to you, please use the resources detailed in Question 10.

Access, password, and profile ↓

- Q12 Who else in my organization can access this service? How do we register for it?
- A12 Anyone in your company can access this service. We believe that this service will be particularly valuable for technology services contract managers, technology purchasing professionals, and technology professionals. To register for the tool, please go to www.eSCA.hp.com and click "**Register Now**". Once you have submitted your online registration, HP will process your information and contact you with your login information.
- Q13 Can I create a login for my colleague myself rather than request HP to do it?
- A13 If you have the "**administration**" link on the left-hand task bar, then you have the capability to create logins for your colleagues and select their capabilities in SCA.
- Q14 How do I reset my password if I have forgotten it?
- A14 To reset your password, click on the "**I forgot my password or I need a password**" link on the login page of SCA. A screen will appear that will allow you to reset your own password.
- Q15 How can I change my password?
- A15 Click on "**My Profile**" in the left-hand task bar. This takes you to the "**My Profile**" screen. Type in your new password in the space provided. Type it again to confirm that it is the password you desire. (Note that the user name and password in SCA are case sensitive.)

Contract Management ↓

Display information

- Q16 How do I find the telephone number and email address of my HP contract administrator?
- A16 This information will be displayed when you view your contracts or quotes in SCA. It is displayed on the "**Overview**" page of your contract or quote.
- Q17 How do I display the billing frequency of my renewal, quote, or contract?
- A17 This information will be displayed when you click on "**View Billing Schedule**" in the document group information of your contracts or quotes in SCA.
- Q18 How can I find equipment by searching by serial number?
- A18 To search by serial number, click on "**filtering options**" in the "**Search by**" section of contract and quote pages.
- Q19 How can I check the progress of any transactions I have submitted using SCA?
- A19 This information will be available in the transaction section, using the "**transaction**" link in the left-hand task bar of the tool. The status of each transaction will be displayed here and an email message will be sent to you when the transaction is completed, provided the option "**Enable Workflow E-mail**" in "**My Profile**" is enabled.

Q20 Where can I find my invoices?

A20 If this functionality is available in your country, you can find your invoices using the link "**Invoices**" on the left-hand task bar of the tool. If this link is not visible, please contact your SCA support contact to find out if this option is available in your country.

New quote

Q21 How do I request a quote for a new system?

A21 To request a new quote, contact your account sales representative.

Renewal

Q22 If my existing contract is nearing expiration, will I be proactively notified?

A22 Yes, each customer will be notified in advance of any current contract that is going to expire. When you are notified of the availability of your renewal, you can review it in the "**renewals and quotes**" section of SCA.

Change request

Q23 How do I request service on my equipment?

A23 There are two options for requesting service on your equipment.

- Use the ITRC to log a service call over the Internet at: www.itrc.hp.com
- Contact the Response Center in your country and log a service call over the phone. This number is detailed on the "**Overview**" page of your support contract.

Q24 How do I request a change of contract service level?

A24 You can request a change in contract level by submitting information in the "**comments**" box in the change request screen. Place any request to change support levels into this box.

Q25 How can I combine my contracts or quotes?

A25 You can combine contracts or quotes by selecting the contracts you wish to combine, clicking on the edit button, and noting in the comment field that you want to combine contracts, stating which contracts they will be combined into.

Q26 How can I update my address or telephone number on my contract?

A26 For the countries where this functionality is available, go to edit a contract and open up the box for addresses and contacts. All available contacts will be displayed and can then be edited. For locations where this is not possible in SCA, please contact your contract administrator.

Q27 What can I do if I have make a mistake in my transaction?

A27 Locate the transaction in the “**transactions**” link on the left-hand task bar, where you can either edit the transaction with any information that needs to be added or cancel the transaction and resubmit a new one.

Purchase

Q28 How can I renew my contract or purchase a quote online in SCA?

A28 On the left-hand task bar, click “**Renewals and quotes**” to display your renewals and quotes that are ready to be purchased. Click on the blue folder to “**view renewals/quotes**”. Select the renewals and/or quotes that you would like to purchase and click the “**Add selected items to cart**” button. The renewal status will then appear as “**in cart**”. Click either “**shopping cart**” on the left-hand task bar or “**proceed to cart**” at the top of the page to then confirm the contract renewal. You can then enter the payment information and click “**review order**” to confirm all the details of your purchase. Submit your order to HP to complete the purchase. Your transaction will be confirmed via email, along with an entry recorded in “**transactions**” on the left-hand task bar.

For more information, watch the “**How To: Purchase Renewals & Quotes**” demo detailed on the SCA homepage and HP Education website at

<http://h10076.www1.hp.com/education/sca/sca.htm>

The access to this feature depends on HP policies. Please contact your SCA representative to find out if it is available for you.

Q29 Can my purchasing department approve the changes online that I have requested? How can this be done?

A29 Yes, once the contract manager or editor has finished submitting the online change requests or renewal quotes, a user with approval authority can view and approve the changes with a click of a mouse. Upon approval, the purchasing department can view those changes and provide the appropriate payment mechanism.

Q30 Why do I need to review my transaction before I can proceed to the shopping cart?

A30 The review screens allow you to have a second look at what you are purchasing and confirm that the information is correct before it is submitted to your contract administrator for processing.

Q31 Can I pay for contract changes and renewals with a credit card?

A31 If the option is available in the “**payment information**” section, you can use a credit card in SCA. Please note that SCA will automatically encrypt your credit card number for added security.

- Q32 How can I check that my order has been successfully submitted to HP?
- A32 Whenever you submit a transaction through SCA, an entry is logged in the “**transactions**” section of SCA, showing you the details and current status of the transaction. You will also receive an email message when you submit your transaction as well as email notifications when the status of your transaction changes. Note that you must have the “**Enable Workflow E-mail**” option selected in your profile to receive these notifications.

Download

- Q33 How can I download the content of my HP Service agreement?
- A33 Please use the e-learning module “How to customize and download spreadsheets” detailed on the SCA Homepage and the HP Education website at:
<http://h10076.www1.hp.com/education/sca/sca.htm>

Other

Prevent errors

- Q34 I’ve been disconnected from SCA. Why did this happen and how do I prevent it from happening again?
- A34 If your SCA page is inactive for one hour, then you will be automatically disconnected and will have to log back in to SCA to continue working in the tool. This automatic disconnection occurs for security reasons.
- Q35 What could be wrong if I am seeing broken images or blank screens throughout the application?
- A35 This problem may be occurring because of pop-up blocking software. SCA utilizes a number of pop-up features throughout the application to enhance usability. Please check your system to determine if pop-up blocking software has been installed. You will need to disable it to use the SCA application. You can also check your system compatibility using the Help link in the left-hand task bar. Also, to reduce problems with the tool, avoid using the Back and Forward buttons on your Internet browser.
- Q36 I have not received any notifications from SCA on transactions I have submitted. Why is that?
- A36 Check in “**My Profile**” to confirm that your email address is correct and that the “**Enable Workflow E-mail**” option is enabled. If this option is correctly enabled, contact your SCA representative detailed on the SCA homepage.
- Q37 I am not seeing all or any of my contract information. What should I do?
- A37 Contact your HP contract administrator or the SCA representative detailed on the SCA homepage. They will be able to investigate why this is happening.

Terminology

Q38 What does the “**Enable Workflow E-Mail**” option in the “**My Profile**” screen mean?

A38 “**Enable Workflow E-Mail**” is a feature that allows you to receive updates from SCA. These updates can be confirmations to transactions you have submitted or email messages to let you know that renewal quotes are ready to be viewed. If you wish to receive these kinds of communications from HP, then please select this option.

Q39 What does “**future**” status mean in the Contract section?

A39 A future contract is a contract that has been renewed or purchased but which has a start date sometime in the future.

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