IPG Enterprise Software Support Fast Facts
HP Output Management

Creating an HP Passport account

To create an HP Passport account, simply follow these instructions:

1. Go to the SSO portal at http://www.hp.com/go/hpsoftwaresupport
2. Click on the "register" link at the very top of the page.
3. Enter all the information listed in the form.
4. Remember your user ID and password. You will need to login when you access the SSO portal.

For questions about HP Passport, reference our frequently asked questions at http://h20229.www2.hp.com/news/passport_faq.html

Linking your SAID's (Support Agreements) to your HP Passport account

After you create an HP Passport account, you need to link your support contracts to your HP Passport account.

1. Go to the SSO portal at http://www.hp.com/go/hpsoftwaresupport
2. Click on "Check Entitlement" in the "Short-cuts" box.
3. Log in using your HP Passport account.
4. Click "Edit your profile" at the top of the page.
5. Choose "Edit System Handle / Service Agreement Identifiers (SAID)."
6. Enter your support contracts SAID into the field and click "Add."
7. Repeat step 5 to link more SAIDs to your HP Passport account.
8. To review all support contracts tied to your HP Passport account, click "List Contracts" on the left navigation bar.

Downloading Software Updates & Product Manuals

You can download the latest version of your software and/or product manuals from the SSO Portal.

Access the My Updates Portal:

a) Go to the SSO portal at http://www.hp.com/go/hpsoftwaresupport
b) Click the "Downloads" tab.
c) Click the "Software Updates" link.
d) Click the "My Updates" link.
e) If prompted, log in using your HP Passport account. NOTE: If you have not associated any SAIDs with your HP Passport account, complete step 2 above before proceeding.

Locate the Software Updates or Product Manuals:

a) Locate available software updates by either selecting an SAID from the drop-down box or enter an SAID directly in the text box.
b) Click the check box to accept the terms and conditions and click the "Submit" button.
c) You can expand the product centers to view the products available.
d) Click the checkbox of the desired products, and click the "Get software updates" button to view the updates available for the selected products.

Download the Software Updates or Product Manuals:

a) Click the "Get Download" link for the desired product.
b) Select the desired product from the list in the left box.
c) Select the media or product manual to download from the list in the right box.
d) You have 3 options to download: Download Directly to immediately being the download, use HP Download Manager, or add to your shopping cart to download at a later time.

Sign up for Notifications of Software Updates

You can sign up to receive e-mail notifications when new software versions are available.

1. Go to the Subscriber's Choice site at https://h30046.www3.hp.com/SubChoice/country/us/en/subhub.aspx
2. Log in using your HP Passport account.
3. If you have never accessed Subscriber's Choice before, click on the "Register" button under "New Subscriber?"
4. Enter your e-mail address and select your country.

5. Click the checkbox next to "Driver and Support alerts."
6. Click the "Continue" button at the bottom of the page.
7. Under column A, click the + sign next to "Software."
8. Locate the product of interest and click on it.
9. Select the product in column B.
10. Complete the information in the rest of the form and click the "Submit" button.
11. You can select additional products by selecting the products in columns A and B on the next screen.