

SAID and HP Passport FAQ and Quick Reference

To ensure your registration on HP Software Support Online (SSO) is quick and easy as possible, we have created the following FAQ to use when you are creating your new HP Passport account

Do I need an HP Passport?	All customers need to register for a HP Passport account.
What is an HP passport?	HP Passport is a "single sign-in" service that enables you to use a single user Sign in and password. This tool allows you to define you user id and password and functions on all HP Passport enabled web sites and services. These tools include, but are not limited to the knowledge base, proactive notification via e-mail subscriptions, online support. For more information, please go to: http://www.managementsoftware.hp.com/news/passport_faq.html
How do I get an HP passport?	Go to: www.hp.com/go/hpssoftwaresupport . Select "Register" at the top of the page.
What is a SAID?	Service Agreement Identification Number. This 12-digit number is found on the Support Account Detail printed on the contract documentation and must be used to verify support and entitlement. This is the one and only value that must be used to access support. The entitlement associated with your old SAID will no longer be current, so it is important to add your new one to your HP Passport.
Where can I get help with my SAID?	If you are experiencing difficulty using your SAID number, please follow the online steps to allow us to research your contract and provide you with a valid SAID at www.hp.com/go/hpssoftware/entitlement/investigation . You will only need an HP Passport login to submit this form.
How do I associate my SAID and passport? I have multiple SAID numbers; which one do I enter in my HP Passport	<ol style="list-style-type: none">1. Once you create a HP Passport account, Access HP SSO www.hp.com/go/hpssoftwaresupport2. Select "Check Entitlement", (located under "I want to go...")3. Log on with your HP Passport information4. Enter your SAID in the box indicated,5. Select the "Add" button, and (<i>Repeat steps 4-5 for multiple SAID numbers</i>) then,6. Once you've completed step 5, your HP Passport profile will automatically be updated and ready for use. You MUST have a SAID associated to your account to be able to create cases on HP SSO. Note: Only contracts containing HP Software products can be linked to your HP Passport profile.
How do I create or update a case?	You can create cases online at HP SSO (PREFERRED METHOD): www.hp.com/go/hpssoftwaresupport/casemanager/submitcase Or by phone: www.hp.com/go/hpssoftwaresupport/contact_list If you experience difficulties with your SAID and need technical support, you can create a <i>trust case</i> by phone or web. To Log a <i>trust case</i> from HP Software Support Online, select <i>Submit a Case</i> . Please note that while your SAID is being corrected, you will not be able to view a <i>trust case</i> until your SAID problem is resolved.
How do I call support if I can't log a case on the web?	Find a telephone number for HP Software Support in your country at www.hp.com/go/hpssoftwaresupport/contact_list

How do I link my profile in ITRC?

Software Update Manager (SUM) is housed within the ITRC online tool. To continue to receive your software updates, your Software System Manager will need to link the new SAID(s) to their ITRC login.

Details on ITRC and Software Update Manager on the [Software Update FAQ](#)