

HPid Login Process for existing users of HP Latex Knowledge Center

Welcome Back. We have a new HP sign-in experience. We would like to reinforce with you the Login process with existing accounts.

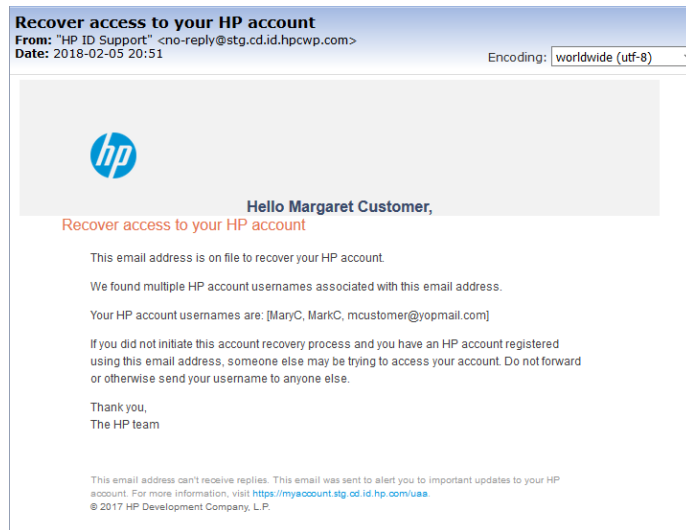
If your username and email are the same there will be no issue login in, however if your username and email are different please use HP ID forgot username flow to recover username:

1. On the HP account sign-in page, click the **Forgot user name or password** link:

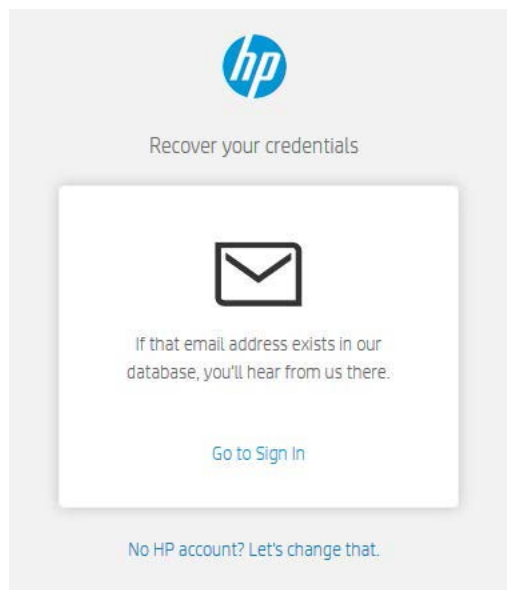
2. On the Recover your credentials screen:
 - a. Select **Username**.
 - b. Enter your email address.
 - c. Select the **I'm not a robot** check box.

3. Click **NEXT**.

The HP account system sends an email message with a list of the usernames associated to the email address:

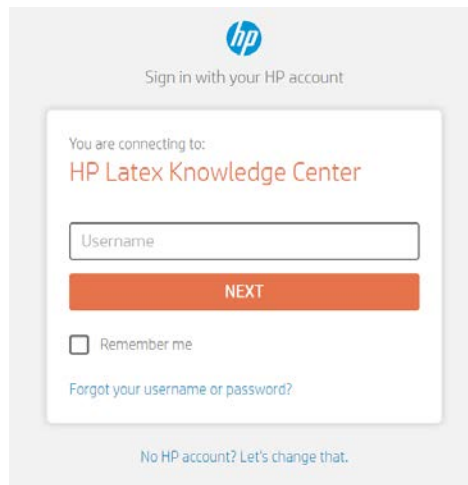


4. The browser page displays a message describing next steps:



If the customer didn't receive the email message, see the HP ID support script for that use case.

5. Click the **Go to Sign in** link. The original HP account sign-in page appears:



The image shows a sign-in page for an HP account. At the top center is the HP logo. Below it, the text reads "Sign in with your HP account". The main content area is a white box with a light gray border. Inside this box, it says "You are connecting to:" followed by "HP Latex Knowledge Center" in a larger, bold font. Below this is a text input field labeled "Username". Underneath the input field is a prominent orange button with the word "NEXT" in white capital letters. Below the button is a checkbox labeled "Remember me". At the bottom of the white box, there is a link that says "Forgot your username or password?". Below the white box, centered, is the text "No HP account? Let's change that."

Sorry for the inconvenience caused but it's worth some inconvenience to keep your online life safe.