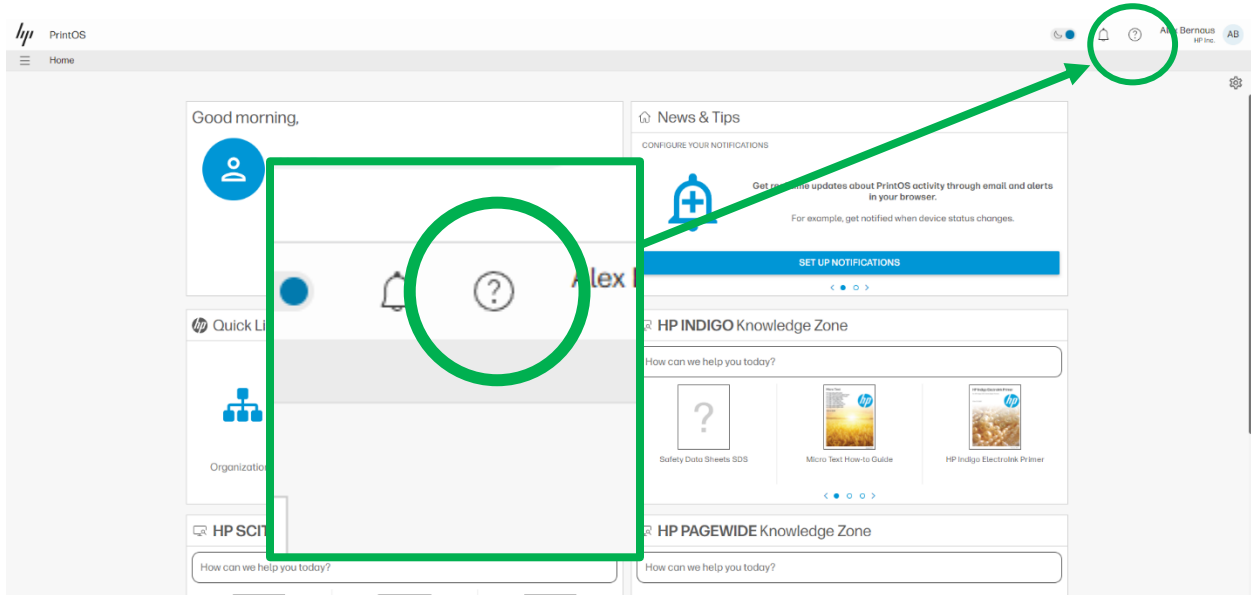
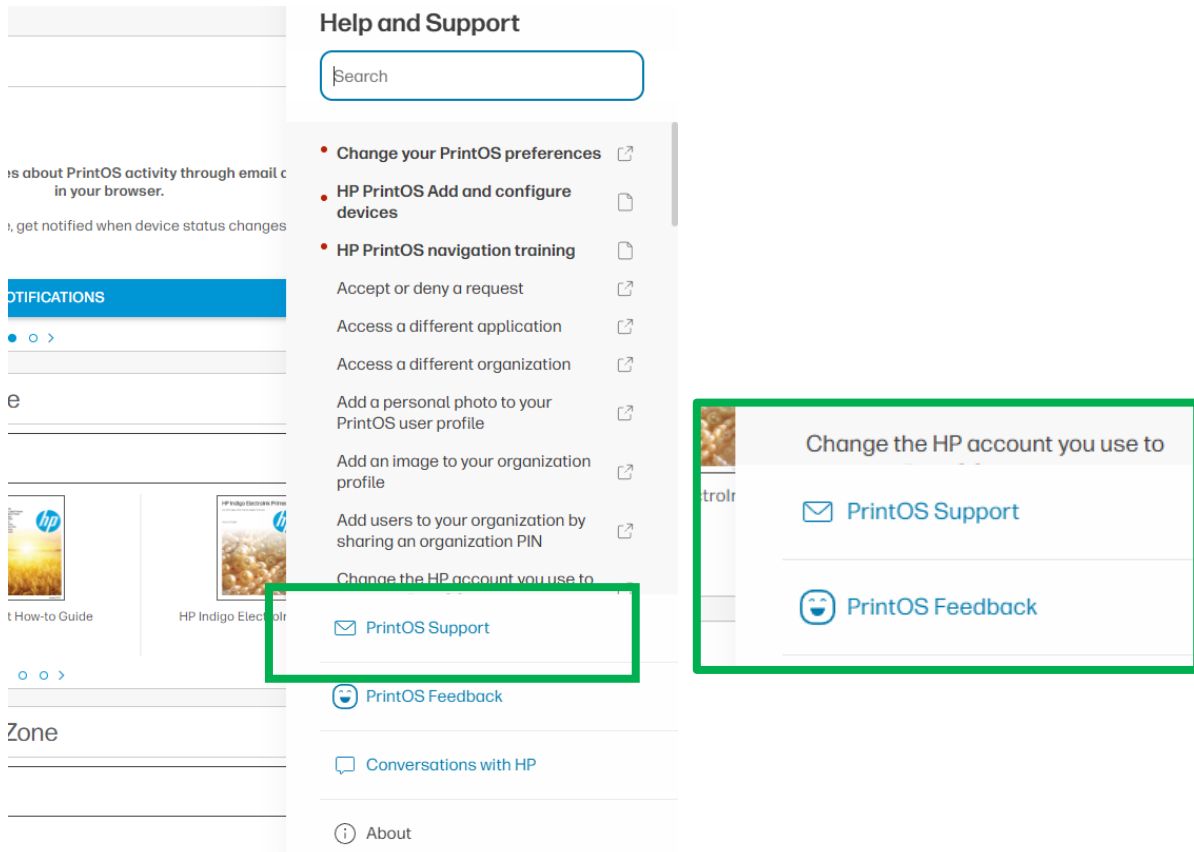


## How to open an HP PrintOS Support Ticket

In the PrintOS platform, click on the right-hand corner “Help and Support” button with a question mark icon:



A drop-down menu will open where you can select the option “PrintOS Support”:



Once you select the PrintOS Support option, you will have a new page where you can send a ticket by clicking on the option "Submit PrintOS Ticket":

## Support

The screenshot shows a user interface with two main panels. The left panel, titled "PrintOS Support", contains a list of categories: Applications, PrintOS platform, Issues, and Feedback. Below this list is a cloud icon with a gear. A button labeled "Submit PrintOS Ticket" with an envelope icon is highlighted with a green border. Below it are buttons for "My PrintOS Support Cases" (with a folder icon) and "Provide Feedback" (with a smiley face icon). The right panel, titled "Other", contains a list of categories: Data access, Report requests, and Surveys, with the HP logo to the right. Below this list are buttons for "Request Indigo Customer Data Access" (with a group of people icon), "Request Indigo Supplies Report" (with a document icon), and "Workflow Survey" (with a list icon).

A questionnaire will appear, fill out the information requested for the PrintOS Support team to be able to give you the best response.

The screenshot shows the "Contact PrintOS Support" form. At the top left is the HP logo and "PrintOS". Below it is a "Go Home" button. The breadcrumb trail reads "Home > My Settings > Support > Contact PrintOS Support". The form title is "Contact PrintOS Support". The form contains several input fields: "Application \*" with a dropdown menu showing "Home"; a checkbox "Include Device Information"; a checkbox "Is this case blocking/preventing you to perform some action?"; "Symptom" with a dropdown menu; "Subject \*"; "Details(Describe your issue/Question, Add customer e-mail or additional contact info, special instructions ...)\*" with a large text area; and "Preferred Contact Method \*" with a dropdown menu. To the right of the form is a section "Have you tried this?" with two links: "Add a user to your organization" and "PrintOS Request Customer Data Access Process". At the bottom left, there is a "Phone" field with a note "(To enable this method, enter your phone number in your PrintOS user profile. Currently supported only for English.)" and an "Attachments" section with a plus icon.

Thank you for your attention!