



Hewlett Packard
Enterprise

FlexCare Credit Management Portal

Frequently Asked Questions

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Introduction

Hewlett Packard Enterprise Software Flexible Care Support Services (FlexCare) Credits provide with a flexible way to source additional reactive and proactive support services, providing exactly when you need it any time throughout the life of your support contract.

With FlexCare Credits you can manage and redeem credits via Hewlett Packard Enterprise's FlexCare Credit Management portal and that provides personalized reactive or proactive support related assistance such as support on deployment and product education, health check and supportability review, new feature usage and configuration or troubleshooting mentoring.

This document provides customers with a general guidance about FlexCare Credits and addresses some frequently asked questions.

Hewlett Packard Enterprise (HPE) FlexCare Credits General Guidance

FlexCare Credits definition and scope

HPE Software Flexible Care Support Services (FlexCare) Credits are annual and will expire at the end of each support contract year or at the end of each year of a multi-year contract. Where required, the redemption of unused credits will be dictated by local law

- Unused FlexCare Credits will not be refunded and cannot be transferred to another contract.
- Our objective is to acknowledge receipt of your initial request within 48 hours and to confirm delivery dates within 10 working days.
- Please note we require a minimum of three weeks advanced notice to fulfill actual delivery of any service request.
- In some cases it may be necessary to extend the actual delivery date beyond three weeks.
- Reasonable travel expenses to & from your site is included in the service pricing.
- HPE reserves the right to charge at a daily rate, any additional work over and above the service package pricing that may result from extra work due to the environment size or complexity.
- Credits may be spent on any HPE Software product for which a customer has the prerequisite level of support and are not limited to those products currently under FlexCare contracts.
- FlexCare Credits are not intended to be used for services that are consulting led-FlexCare Credits are support services designed to help you be more self-reliant providing services such as reviews, advice and guidance. They will not replace consultancy services via HPE professional services or HPE Software approved partners. Activities such as, but not limited to, the following are excluded from this service: Architectural Design, Deployment, Installation, scripting and Configuration (although FlexCare resources may be engaged to 'assist' you with these task types)

FlexCare Credit Usage – Costing Guidance

- The actual times of component tasks within any credit menu item or ad-hoc task may vary with product and your environment complexity.
- If required, the FlexCare resource assigned to you, or your sales representative, will host a remote call with you to facilitate familiarisation with your environment to enable an accurate costing of your requirement.

FlexCare Credit Management Portal – Frequently Asked Questions

Who can buy Credits?

Credits can be purchased by any customer who has an active HPE Software Support contract.

When can I buy them?

Credits can be purchased with your initial software license purchase, at your support renewal time or added to an existing support contract.

Where can I find a list of services that I can redeem my FlexCare Credits for?

We've broken down the menu list of activities into three different segments: Review and Plan, Maintain, and Resolve. You can view the full menu online at hpe.com/software/SupportServices.

How do I access the SSO and FlexCare Credit Management portal?

After you have purchased Credits they will be added to your support agreement (for which you will have a Support Agreement ID (SAID)). Once you have this you can manage and redeem credits via FlexCare Credit Management portal.

- Go to HPE Software Support Online (SSO) <http://softwaresupport.hpe.com> and click on 'My Software Support Sign In' on the top navigation bar. This will take you to the Sign-In page.
- Click 'Create an Account'. You'll be asked to enter a User ID, which is your email address, and a unique password [minimum six characters].
- Enter your password again in the 'Confirm password' box and click 'Create Account'.
- Fill in your personal details and answer two security questions in case you forget your password and wish to reset.
- You'll receive a confirmation via email once your HPE Software Support Passport account is activated.

There's just one more important step:

- To create your personalized view, it is necessary for you to link your HPE Software Support Contract entitlement ID or multiple IDs [SAID] to your HPE Software Support Passport account.
- This is what allows you access to Software Support for the products you own and to view your available FlexCare Credit balance within the FlexCare Credit Management Portal.
- Simply return to SSO and choose 'My Entitlement' from the Home drop-down menu, enter your Entitlement ID in the field provided, and click 'Add'.

Now you're ready to view and redeem your FlexCare Credits.

For more information see:

[HPE Software Customer Support Handbook](#)
[Software Support Online FAQ](#)

What can I do if I forgot my HP Passport?

For any help, please use the [Software Support Online FAQ](#)

For any further help please use <http://softwaresupport.hpe.com> and click on the "Chat" icon to reach out to our non-technical support team.

What is an Entitlement ID?

The Entitlement ID/ SAID is your unique identifier with HPE. You will receive your Entitlement ID/SAID in a separate communication via your purchasing process. You will be asked to provide the SAID when accessing technical support.

Can I combine the credits on 2 or more Entitlement ID's to be able to select more services?

The HPE Credit Management portal does not allow the redemption of credits over multiple Entitlement IDs; credits can be redeemed per one Entitlement ID at a time.

Please send a message to the HPE Software Support – FlexCare Credits Team >hpswflexcarecredits@hpe.com when you have questions.

I logged in to the FlexCare Credit Management portal but I cannot see my credits. What can I do?

To create your personalized view of the credits in the portal, it is necessary for you to link your HPE Software Support Contract entitlement ID or multiple IDs [SAID] to your HPE Software Support Passport account.

This is what allows you access to Software Support for the products you own and to view your available FlexCare Credit balance within the FlexCare Credit Management portal.

Simply return to SSO and choose 'My Entitlement' from the Home drop-down menu, enter your Entitlement ID in the field provided, and click 'Add'.

Now you're ready to view and redeem your FlexCare Credits.

If you still are not able to see your credits, please use the HPE Software Support Online (SSO) <http://softwaresupport.hpe.com> and click on the "Chat" icon to reach out to our non-technical support team.

Can I purchase additional credits by using the FlexCare Credit Management portal?

No, you can't. If you want to purchase additional credits, please contact your Sales representative to go through the usual purchasing process.

The number of credits on the FlexCare Credit Management portal for Entitlement ID XXXXXX is not correct. What can I do?

For any help, please use the HPE Software Support Online (SSO) <http://softwaresupport.hpe.com> and click on the "Chat" icon to reach out to our non-technical support team.

I cannot find my Entitlement ID in the list of Entitlement IDs allocated to my account. What can I do?

For any help, please use the HPE Software Support Online (SSO) <http://softwaresupport.hpe.com> and click on the "Chat" icon to reach out to our non-technical support team.

My contract has expired before I spent my credits. Can I still place a request for credits allocation after contract expiry date?

If credits have not been used during the support contract lifecycle they are lost and cannot be re-used.

My support contract expired but I want to purchase additional Credits. What do I need to do?

You can purchase additional Credits only if you have an active support contract with HPE Software Support. Please contact your Sales representative to work out all details. When I submitted my request for credits allocation I got an error.

For any help, please use the HPE Software Support Online (SSO) <http://softwaresupport.hpe.com> and click on the "Chat" icon to reach out to our non-technical support team.

I placed a request for Credits allocation two (2) days ago but I've changed my mind and want to spend my credits on different services. What are my options?

Please send a message to the HPE Software Support – FlexCare Credits Team > hpswflexcarecredits@hpe.com when you have questions associated with your Credits. Our team will contact you to ensure your questions are answered and that you get the best out of your Credits.

I placed a request for Credits allocation and no one has contacted me yet to make arrangements for the service delivery?

Please send a message to the HPE Software Support – FlexCare Credits Team > hpswflexcarecredits@hpe.com when you have questions associated with your Credits. Our team will contact you to ensure your questions are answered and that you get the best out of your Credits.

What is the turnaround time for the services I selected?

We ask that you provide details of the work requirements for your Credits at least three (3) weeks in advance of your request. This will give us sufficient time to acquire the resources needed to fulfill your request. However, exceptions may be considered on shorter notice when possible.

I redeemed my Credits the same day my support contract expired. Can the selected service(s) be still delivered?

We ask that you provide details of the work requirements for your Credits at least three (3) weeks in advance of your request. This will give us sufficient time to acquire the resources needed to fulfill your request. However, exceptions may be considered on shorter notice when possible.

I want to postpone the delivery date of a selected service. How can that be done?

Please send a message to the HPE Software Support – FlexCare Credits Team > hpswflexcarecredits@hpe.com when you have questions associated with your Credits. Our team will contact you to ensure your questions are answered and that you get the best out of your Credits.

I want a requested service to be delivered earlier. How can that be done?

Please send a message to the HPE Software Support – FlexCare Credits Team > hpswflexcarecredits@hpe.com when you have questions associated with your Credits. Our team will contact you to ensure your questions are answered and that you get the best out of your Credits.

I placed a request for Credits allocation and now I need to cancel it?

Please send a message to the HPE Software Support – FlexCare Credits Team > hpswflexcarecredits@hpe.com when you have questions associated with your Credits. Our team will contact you to ensure your questions are answered and that you get the best out of your Credits.

Can I reuse the Credits for the declined service required?

Yes, you can. The number of Credits associated with the service that was declined will be made available for you to reuse.

I cannot see the \$ value associated to my Credits on the portal?

The current functionalities of the portal do not allow displaying the credits price for the redeemed services. The information relative to the cost of credits can be taken from the support contract you have with HPE Software Support.

What is the difference between “Requested credits allocation for services” and “Existing allocated credits for services”?

“Requested credit allocation for services” refers to open requests that are pending for delivery whereas “Existing allocated credits for services” refers to closed requests where selected services have already been delivered.