

# HP SUPPORT ASSISTANT

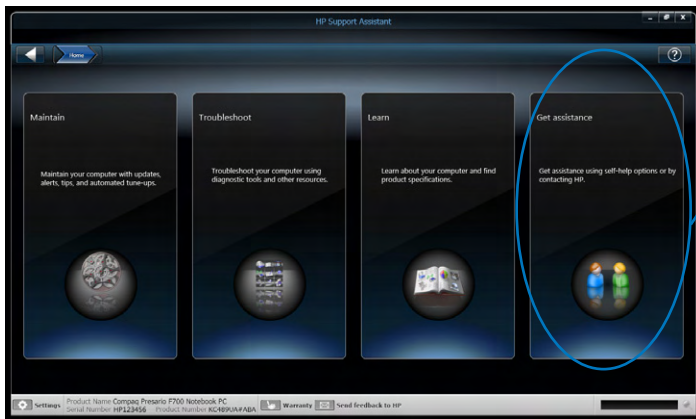
## INSTANT SUPPORT ON YOUR PC



## RUN AUTOMATED DIAGNOSTICS BEFORE CONTACTING SUPPORT.

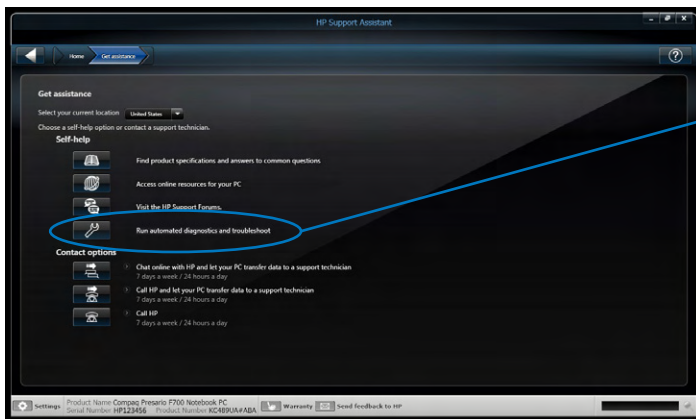
We all want to solve PC problems quickly and efficiently. This is where HP Support Assistant can help. It can run a scan to identify potential PC problems and propose resources and actions that may help you fix them! You may not even need to contact support.

**Follow these directions to run a scan and let HP Support Assistant suggest resources or actions to help you fix your PC problems.**



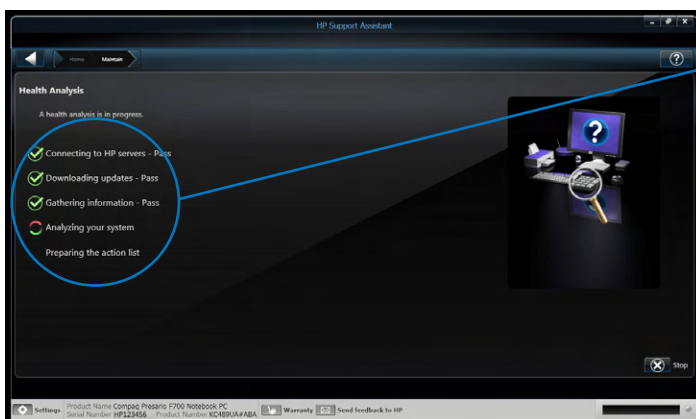
### Step 1

- From the HP Support Assistant homepage, click anywhere in the Get assistance section.



### Step 2

- In the Get assistance screen, select the icon next to the self-help option labeled **Run automated diagnostics and troubleshooting**.

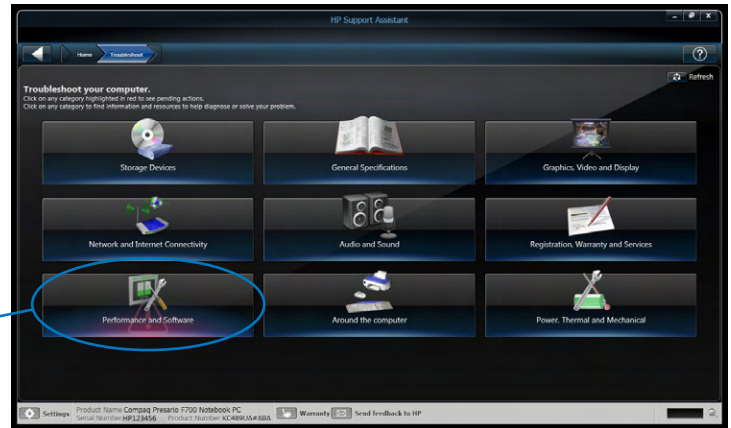


- Your computer will begin an analysis, which might take a few minutes. Do not close the application while the analysis is in progress.

Follow these directions to run a scan and let HP Support Assistant suggest resources or actions to help you fix your PC problems.

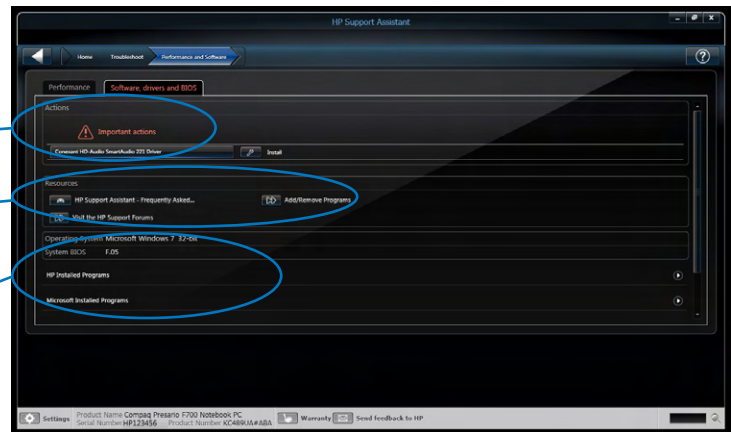
### Step 3

- After the analysis is complete, the troubleshooting screen will open and display topic categories.
  - These categories provide access to troubleshooting resources and configuration information.
  - Categories with pending actions will be highlighted in red.
- Click the category most relevant to your problem. Or click a highlighted category to see the list of pending actions as they may be relevant to your problem. For example, click the tile labeled **Performance and Software**.



### Step 4

- On the category screen, click the sub-category tab most relevant to your problem. For example, click **Software, drivers and BIOS**.
  - Tabs with pending actions will be highlighted in red.
- From the sub-category screen you can:
  - Apply suggested actions: click the wrench button next to the action, or click the text of a tip to read it.
  - Access resources: click a book symbol to access topics and view tips or information, or click a double-arrow symbol to perform a task or access diagnostic tools.
  - View provided configuration information.



## THINGS TO KNOW

- If you are not connected to the Internet, some self-help or contact options will be grayed out. Activate your Internet connection to enable all options.
- The Actions section in a category screen only appears if there is at least one suggested action or tip.
  - Important actions identified by a red triangle cannot be delayed because they often address security risks or software problems.
  - Recommended actions identified by an orange circle can be delayed by clicking the alarm clock button. Some software problems may persist if these actions are delayed because they are typically software or driver upgrades.
  - Tips identified by an open book can be ignored by clicking the alarm clock button.

