Product Syndication/ Fresdesk

Section 3

# CASE SCENARIO – FAQS

1. **I already use HP Product Syndication, but I have a new website and want to include it as well, what are the steps?**

You can register for the Product Syndication program only once, but you can always add new websites or modify an existing one.

You will need to open a new ticket and make the request.

1. **I have a new domain, but the codes are not working.**

It is important to mention, the codes received in the original registration are the same ones you will need to use for all of your account domains, as long as these have been registered in our systems the codes should work.

If you have not asked an agent to add the new domain or website to your account, please open a ticket.

1. **I registered a long time ago and cannot find the email that has the codes, how do I get them?**

If you have checked your spam or junk folder and were unable to locate the email then, open a new ticket and request the agent to resend the codes and instructions.

1. **How can I get help with the integration or technical issue?**

We have a dedicated technical integrations team that ensures a smooth integration for you. Please create a support ticket and we will make sure you get the support you need, make sure to include the following information:

* Company Name:
* Email registered:
* Allowed domain:
* Partner ID:
* Name:

You can open a ticket through this platform or send an email here: [syndication@hpmarketingapplicationsupport.freshdesk.com](mailto:syndication@hpmarketingapplicationsupport.freshdesk.com)

1. **I’m having issues with the registration; my ID is invalid.**

You will need to open a ticket, please provide the following information:

* Company Name:
* Email registered:
* Allowed domain:
* Partner ID:
* Name:

Must include screen capture of the message/error displayed.

1. **I’m trying to enroll but my ID is already registered.**

If you receive this message, it means that you have already an account for Syndicated content, since each company or user is entitled to a single account, we kindly ask you to open a new ticket and let the agents know what you need:

1. You need the agents to resend the code and implementation instructions for the syndicated content to the registered email on to a new contact.
2. You have a new or additional domain you wish to enable syndicated content on and need to add it to your account or need to replace it.
3. You need to change your account details: email address, name of contact, domain etc.

We understand you might not have all the details, please be thorough describing the issue or need, and provide any of the following will help our agents locate your original account.

* Company Name:
* Email registered:
* Allowed domain:
* Partner ID:
* Name:

1. **The employee that was registered is no longer with the company, what do I do?**

I need to change my account details. We understand you might not have all the details, but providing any of the following will help our agents locate your original account.

* Company Name:
* Email registered:
* Allowed domain:
* Partner ID:
* Name:

1. **I don’t remember the details from my account and cannot log in, what do I do?**

Open a new ticket and ask the agents to locate your account. We understand you might not have all the details, but providing any of the following will help our agents locate your original account. Just provide as much information as you can:

* Company Name:
* Email registered:
* Allowed domain:
* Partner ID:
* Name:

1. **There is syndicated content from HP that is incorrect, what should I do?**

Please open a ticket and be thorough describing the issue or need, must provide screen captures, include as many of the following account data points to speed up the process.

* Company Name:
* Email registered:
* Partner ID:
* Affected domain:
* Country affected:
* SKUs affected:

1. **I want to become an HP Partner, how do I do that?**

Visit [HP’s Partner Portal](https://partner.hp.com/) to learn how to become an authorized partner.