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This document is based on HP App Center, which was released in July 2020. This document and the actual HP App Center UI might differ, depending on the update situation.
**Introduction**

HP App Center is a system designed for developers implementing Workpath applications, allowing these developers to store applications and support application lifecycles. (The application lifecycle includes application registration, verification and validation (VAV), signing, ongoing assessment, and deprecation.)

With the system, developers can manage their applications as follows:

- Register applications. (For more information, see Register new applications on page 19.)
- Edit applications. (For more information, see Edit applications on page 25.)
- Monitor the VAV status of applications. (For more information, see Use the Application List on page 26.)
- Cancel VAV process for applications. (For more information, see Cancel VAV on page 35.)
- Create new versions of applications. (For more information, see Create new versions of applications on page 38.)
- Publish applications. (For more information, see Publish applications on page 37.)
- Stop applications from being published. (For more information, see Stop application publishing on page 36.)
- Remove applications. (For more information, see Remove applications on page 39.)

An application that goes through VAV successfully can be published in the system for HP global distribution. (Published applications are available for installation from HP Command Center.)

VAV is the responsibility of the HP administrator. The HP administrator is an IT administrator who monitors the registered applications and ensures that they are properly tested and published. The system allows a developer to communicate with the HP administrator during VAV. (For more information, see VAV comments on page 40.)

Before you start using the system, sign up and get your user account. (For more information, see Sign up for HP App Center on page 9.)

**System requirements**

HP App Center supports the following web browsers:

- Chrome 51.0.2704.84 or higher
- Internet Explorer 11 or higher
- Firefox 47 or higher
Log in to HP App Center

Before you can log in to HP App Center, you must sign up first. (For more information, see Sign up for HP App Center on page 14.) After the HP administrator approves your account, you will receive an email notification, after which you can then use your credentials to log in to the system.

To log in to the system, complete the following steps:

1. Open a supported web browser and visit the following URL: https://appcenter.smartcloudprint.com

2. On the login page, enter your email address and password.

   ![Login Page](image)

   If you would like the system to remember your email address when you log in again, select Remember me.

3. Click Sign in or press Enter.

   If you forget your email address or password, click Forgot your username or password? (For more information, see Find your username and reset your password on page 13.)
Overview of the HP App Center interface

The HP App Center interface contains the following elements.

- The exact appearance of the system depends on the menu items you have selected.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>User ID</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>2</td>
<td><strong>My page</strong> A user profile link that allows you to open your profile, edit its details, and change your password. (For more information, see User profile on page 14.)</td>
</tr>
<tr>
<td>3</td>
<td><strong>Dashboard</strong> A summary of the overall status of your apps. (For more information, see Dashboard on page 18.)</td>
</tr>
</tbody>
</table>
| 4    | **Apps** A drop-down menu with the following options:  
• **Requested**: Provides access to a list of the applications you are planning to publish in HP Command Center. (For more information, see Requested applications on page 26.)  
• **Approved**: Provides access to the list of your applications that have passed verification and validation (VAV). (For more information, see Approved applications on page 28.) |
| 5    | **Support** A drop-down menu with the following options:  
• **Resources**: Provides access to a list of materials that can help you work with the system. (For more information, see Resources on page 45.)  
• **FAQ**: Provides access to the list of questions frequently asked about the system. (For more information, see FAQs on page 47.)  
• **Support forum**: Provides access to the HP website for developers, which contains information and tools that can help develop applications. |
<p>| 6    | <strong>Notice icon</strong> Provides access to the list of system notifications. When a new notice arrives, the icon changes to include this element: 📣. |
| 7    | <strong>Main section</strong> The main part of the system interface. The information shown in the main section varies, depending on the selected menu item (Apps, Support, or My page). |
| 8    | <strong>Requested</strong> Provides access to the list of applications that you are planning to publish in HP Command Center. |
| 9    | <strong>Approved</strong> Provides access to the list of applications that have passed VAV. |
| 10   | <strong>Resources</strong> Provides access to a list of materials that can help you work with the system. (For more information, see Resources on page 45.) |
| 11   | <strong>FAQ</strong> Provides access to the list of questions frequently asked about the system. (For more information, see FAQs on page 47.) |
| 12   | <strong>Support forum</strong> Provides access to the HP website for developers, which contains information and tools that can help develop applications. |</p>
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Contact us</td>
</tr>
<tr>
<td></td>
<td>Allows you to contact the system support team. If you have questions or suggestions related to the system, click the link and send your request. (For more information, see Contact the support team on page 47.)</td>
</tr>
<tr>
<td>14</td>
<td>Privacy statement</td>
</tr>
<tr>
<td></td>
<td>Provides access to the privacy statement for the system.</td>
</tr>
<tr>
<td>15</td>
<td>Terms of use</td>
</tr>
<tr>
<td></td>
<td>Provides access to the end user license agreement.</td>
</tr>
<tr>
<td>16</td>
<td>Language selector</td>
</tr>
<tr>
<td></td>
<td>Allows you to select the language in which the system is displayed.</td>
</tr>
</tbody>
</table>
Manage your user account

To start using HP App Center, you need an account, and to get an account, your email address needs to be verified. (For more information, see Sign up for HP App Center on page 9.)

After you have signed up for an account, you can do the following to manage the account:

- Edit account details. (For more information, see Edit a profile on page 15)
- Remove your account. (For more information, see Delete an account on page 16).

Sign up for HP App Center

To start using HP App Center, you first need to sign up. To sign up, complete the following steps:

1. Open a supported web browser and visit the following URL:
   
   https://appcenter.smartcloudprint.com
2. On the login page, click **Don't have an account? Sign up.**
The Create your HP account page appears.

3. Enter your name and a valid email address in the fields provided.

4. In the **Password** field, enter your password, and then re-enter this password in the **Confirm password** field.

   The password must be at least 8 characters long and contain at least 3 of the following uppercase characters, lowercase characters, numerals, or symbols.

5. Select your **Country/Region** from the list.

6. For security confirmation, select the **I'm not a robot** checkbox.

7. If you would like to receive news, updates, or offers from HP, select the **HP may email me with personalized offers, support updates, and event news** checkbox.

8. If you would like to read the HP Privacy Statement and the terms of use, click the **HP privacy Statement** link.

9. Click **Sign up.**
   A verification message is sent to the specified email address.
10. Go to your email application, and then open the verification message from HP.

11. In the **Verify your email address** screen, enter the verification code in the field provided.

12. Click **Submit**. The system notifies you that your account has been verified and that you will be redirected in a few seconds.

13. In the **Account settings** screen, if you would like to edit basic information for this account, click the **go to HPID** link.

14. Enter the company name in the field provided.

15. Select the **I have read and agree to the Terms of use and Privacy statement** checkbox to agree with the policy.

16. If you would like to read the HP Privacy Statement and the terms of use, click the appropriate links.
17. If you want to sign in with a different account, click the **use another account** link, and then follow the on-screen instructions.

18. Click **Done**. The system notifies you that your account has been created.

19. Click **Go to the main page**. You can now begin using the account.

### Find your username and reset your password

If you cannot remember your HP App Center credentials, you can use the system to:

- Find your username
- Reset your password

#### To find your username

1. Open a supported web browser and visit the following URL:

   https://appcenter.smartcloudprint.com

2. On the login page, click the **Forgot your username or password?** link. The **Recover your credentials** dialog box appears.

3. Select **Username**, and then enter your email address.

   ![Recover your credentials dialog box]

   Make sure you enter the same information you used when you signed up.
4. For security confirmation, select the **I’m not a robot** checkbox.

5. Click **Next**.
   The system sends an email message providing your username to the specified email address.

**To reset your password**

1. Open a supported web browser and visit the following URL:

   ![Recovered credentials](https://appcenter.smartcloudprint.com)

   **https://appcenter.smartcloudprint.com**

2. On the login page, click the **Forgot your username or password?** link.
   The **Recover your credentials** dialog box appears.

3. Select **Password**, and then enter your username.

   ![I'm not a robot](https://appcenter.smartcloudprint.com)

   Make sure you enter the same information you used when you signed up.

4. For security confirmation, select the **I’m not a robot** checkbox.

5. Click **Next**.
   The system sends an email message with a verification code for resetting your password to the specified email address.

6. Go to your email application, and then open the verification message from HP.
7. Copy the verification code provided in the email message, and then enter it in the Recover your credentials dialog box.

![Recover your credentials dialog box]

8. In the New Password field, enter your password, and then re-enter this password in the Confirm new password field.

   ![New Password and Confirm new password fields]

   The password must be at least 8 characters long and contain at least 3 of the following uppercase characters, lowercase characters, numerals, or symbols.

9. Click Save. The system notifies you that your password has been changed and that you will be redirected in a few seconds.

User profile

HP App Center displays your profile info on the Profile page. This information includes your email address, first name, last name, country/region, and additional information.

From the Profile page you can:

- Edit your profile. (For more information, see Edit a profile on page 15.)
- Delete your account. (For more information, see Delete an account on page 16.)
Edit a profile

From the Profile page, you can modify your company information.

To change your basic information (such as your name or email address), click the go to HP account link. The system displays the change account information on the HP ID page.

To edit your profile, complete the following steps:

1. Log in to the system.

2. In the upper-left corner, click My page.

3. Make any changes, and then click Save.
4. Click **OK** in the message that appears to confirm the change.

   ![If you want to clear the changes, click **Reset**.](image)

**Delete an account**

If you are not going to use the system anymore, you can delete your account.

- **Delete an account**

   ![All applications you have created are deleted when you delete your account.](image)

To delete your account, complete the following steps:

1. Log in to the system.

2. In the upper-left corner, click **My page**.

3. Click the **delete your account** link.
   
   The **Delete your account** page appears.

4. Select the **I want to Stop using this account in App Center** checkbox, and then click **Done**.

5. Click **Delete** in the message that appears to confirm the deletion.

6. Click **OK**.
   
   You will be logged out of HP App Center.
Manage applications

HP App Center enables you to register and manage Workpath applications that you develop. After you register an application, it must go through the validation and verification (VAV) process.

VAV is the responsibility of HP administrator. As a developer, you can manage your applications as follows:

- Monitor the status of VAV. (For more information, see Use the Application List on page 26.)
- Edit details. (For more information, see Edit applications on page 25.)
- Cancel the VAV process. (For more information, see Cancel VAV on page 35.)
- Create a new version of an application. (For more information, see Create new versions of applications on page 38.)
- Publish an application. (For more information, see Publish applications on page 37.)
- Stop an application from being published. (For more information, see Stop application publishing on page 36.)
- Remove an application. (For more information, see Remove applications on page 39.)

The system also allows you to communicate with HP administrator using the forum. For more information, see VAV comments on page 40.
Dashboard

The Dashboard shows the status of your applications and includes the following items.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 Draft | • **Draft**: Applications that have been saved but have not been uploaded yet  
• **Ready to enroll**: Applications that have been uploaded but have not been enrolled |
| 2 App Status Summary | • **Approved/Requested**: The VAV progress for each enrollment plan  
• **Installs**: The number of devices for which applications are currently installed. If the application is installed on a device that belongs to the Demo account, the application is not counted.  
• **Most subscribed**: The application with the most subscribers among the applications that have been published. (Your application is subscribed when resellers add it to their portfolio.) |
| 3 Revenue | The revenue you have earned from the paid applications you have published |
| 4 Upcoming fee payment | The fee you must pay next month |
| 5 Affiliate ID | The ID used to submit your application to a "Transacted" plan that partners with HP and shares revenue |
### Register new applications

To register a new application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Requested/Approved.
3. Click **Register new app**. The Register new app page appears.

   ![Register new app](image)

   **App info**
   - **App file** *
   - **App configuration template**

   **App icons**
   - Icon for HP App Center and HP Command Center *
   - Icon for HP App Gallery and HP Command Center *
   - Icon for HP App Gallery and HP Command Center *

   **Category**
   - Solution type *
   - Industry type *

   **Client credentials**
   - Add client credentials via 'Add' button (for use with the HP Token Proxy)

4. In the **App file** field, click **Browse** to add an HPK file.
   - The file size cannot exceed 100 MB.
5. Select and open the HPK file of your application.
6. Click **Browse** to add an MOC file. The **app configuration template** allows applications to be configured remotely. This template should be compatible with all versions of the application.

   If you have new, required elements for configuration, you should create a new application, not a new version of an existing application.

7. In the **App icons** area, click the image placeholders, and then add the application icons to be displayed in HP App Center and HP Command Center.

   Images must be JPG, GIF, PNG, or BMP format, and they must match these resolutions:
   
   - 1024x768 screens: 62x62 pixels, 50x50 pixels
   - 800x600 and 480x272 screens: 39x39 pixels

8. In the **Category** area, select the solution and industry type to which the application belongs.

9. If you would like to add credentials for use with HP Token Proxy, click **Add** in the **Client credentials** area.

10. In the **Description** field, enter the application details (such as, key features).
11. In the **Screenshots** area, click the image placeholder, and then add one or more screenshots, as needed, to demonstrate the application.

   You can add up to 5 images. Images must be JPG, GIF, PNG, or BMP format. Each image size cannot exceed 1 MB.

12. If your application has a demo video, enter the YouTube URL for the video in the **Video** field.

13. The **Terms and Conditions** area allows you to provide access to the end user license agreement (EULA) and privacy statement for the application. You can either select **URL** and link to this information, or you can select **File** and upload a copy of this information.

   If you upload files, they must be HTML, HTM, or TXT files. Each file size cannot exceed 1 MB.

14. You might need to support multiple languages for your application description, screenshots, or terms and conditions.

   - To add languages, click [ ] , select the required language, and then provide the information in the selected language. If you do not specify any information, the system automatically applies the information specified in the primary language.

   - To remove the added language tab, click [x] , and then confirm the deletion.

15. In the **Support contact** area, enter at least one of the following:

   - The **Email** of a person or company that can be contacted in case any questions arise about the application.

   - The URL for the **Website** where information about the application can be found.
At least one type of contact information is required.

16. If necessary, configure the list of compatible and incompatible products in the **Devices used for app testing** area:

17. To define the list of devices that support the application, select **Compatible products**.
   - Or-
   To define the list of devices that do not support the application, select **Incompatible products**.

   a. Click **Add**.

   b. Select the desired product category from the **Category** list.

      - In the **Series name** field, enter the product series, and then click the magnifier icon. The product series list is updated to match your search request.

      - In the **Firmware version** table, select the needed product firmware versions. To select all available firmware versions, select the All checkbox in the table header.

   c. Click **Add**. The product series is added to the list of compatible/incompatible products.

   d. Repeat these steps to add as many product series as you need.

You can edit the list of compatible/incompatible products. To remove a product series from the list, select the desired series, and then click **Remove**. To change product firmware versions of a product series, click **Edit** for the desired product series, select firmware versions, and then click **OK**.

18. In the **VAV info** section, in the **App guide** area, click **Browse**, and then add the application tutorial file.

   The file size cannot exceed 20 MB.

19. Click **Save Draft**, and then click **OK**, if you do not need to submit the application for VAV immediately.
   - Or-
   Click **Upload** to upload the application.

20. From **Plan type**, select an enrollment plan.
The choice of an enrollment plan is usually a business decision. To help your business team make an informed decision, have them carefully review all of the information provided on the HP Workpath page. Enrollment plans that have associated fees will require you to provide credit card information to complete the enrollment.

Enrolling an application into the Transacted plan for the first time will require you to complete an underwriting process to receive an Affiliate ID. After an enrollment plan is chosen and approved, only HP can change the plan—and only after receiving a written request and approval. You can use a private post in the support forum to initiate a change request.

21. From the **License type** list, select your application license type:

   - **Free**: Enter the website URL for **Terms & conditions for resellers**.
   - **Paid**: Enter the website URL for **License policy or any Price information** and **Terms & conditions for resellers**.

22. Select the **Publication** option, which determines how your application will be published after it is approved:
• **Initial status as 'Published':** Publishes the application as soon as it is approved.

• **Initial status as 'Unpublished':** Allows the application to not be published immediately after it is approved. You can change this option during VAV.

You can change this publication status twice after the application is approved.

23. In the **Country/region** area, you can select the country/region where the application will be published:

- **Worldwide:** The application will be published in all countries/regions.

- **Some regions or countries only:** The application will be published only in specific countries/regions. Click **Add**, select the desired countries/regions, and then click **Add** again.

To quickly find the desired country/region, use the search bar in the dialog box. Enter a part or the full name of the country/region, and then click the magnifier icon. The country/region list is updated to match your search request.

24. Agree to the terms, and then click **OK**.
25. Click **Save**, if you do not need to submit the application for the VAV process immediately.  
   - Or -  
   Click **Enroll** to submit the application for the VAV process immediately. The system notifies you about the estimated date when VAV will be finished.

The application is added to the **Requested apps** list. If the application is saved as a draft, the status is indicated as “Draft”. Drafts are stored for a week and then automatically deleted if no changes have been made. If you submit the application, the status is indicated as “VAV Request”.

**Edit applications**

With HP App Center, you can edit application details if the application status is:

- Draft
- VAV Request
- VAV (Preparation)
- VAV (Testing)
- Waiting for registration
- Published
- Unpublished

If the status is “Waiting for registration”, “Published”, or “Unpublished”, you can only edit:

- Data on the language tab (including the ability to add another language)
- Contact data (including email address and website)
- A list of compatible/incompatible devices

To edit application details, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested/Approved**.
3. Select the application you need to edit.
4. Complete the following steps for the status of your application:
   - “Draft”: Go to step 5.
   - All other statuses besides “Draft”: Click **Edit** on the displayed application details page.
5. On the displayed **Edit app** page, modify the application details as you would if you were registering a new application, but click **Save** to upload files.

6. Click **Save Draft or Upload** if the application status is “Draft”.

### Use the Application List

All applications you add to HP App Center are stored in the Application List. This list allows you to manage your applications and monitor their VAV status. For your convenience, applications are grouped by status. You can view the following application lists:

- **Requested**: Includes applications that have not been verified and validated yet. Applications in this list can have the following status: “Draft”, “VAV Request”, “VAV (Preparation)”, “VAV (Testing)”, “Waiting for registration”, “Canceled”, or “Failed”.

- **Approved**: Includes your applications that have already been verified and validated. Applications in this list can have the following status: “Published”, “Unpublished”, or “Revoked”.

The following sections provide detailed descriptions of the application lists.

### Requested applications

To view the **Requested** app list, complete the following steps:

1. Log in to the system.

2. From the left pane/Apps drop-down menu, open **Requested**. The **Requested** app list is displayed.

![Requested App List](image)
The list is presented as a table with the following columns:

- **App name**: The application name.
- **Version**: The application version number (if available).
- **Status**: The current VAV status of the application:
  - “Draft”: The application file or other metadata have not been uploaded yet. Ready to enroll, if the application file and metadata have been uploaded but have not been enrolled for VAV yet.
  - “VAV Request”: The application has been submitted and is pending VAV.
  - “VAV (Preparation)”: The VAV tests are being prepared for the application.
  - “VAV (Testing)”: The application is being tested.
  - “Waiting for registration”: The application has successfully passed testing and is pending publication.
  - “Canceled”: VAV for the application has been canceled.
  - “Failed”: The application has not passed testing.
- **Submission date**: The date the application was added to the system.
- **Updated**: The date of the latest application update.

You can manipulate and manage the Application List in the following ways:

- **Manage columns**:
  - Sort by any column (except Version): Click 🔄 (1) in the column header. The icon is changed to 🔄.
  - Autosize columns: Hover the cursor over a column header and click 🏛️ (2). In the displayed drop-down menu, click Autosize This Column to set the best possible width to fit the content in the column. You can also click Autosize All Columns to resize all currently visible columns to fit their content.
  - Resize columns manually: Drag the right side of the column header.
  - Add/remove columns: In the list header, click 📸 (3). In the displayed column list, select/clear checkboxes of column names to add/remove columns to or from the Application List. (If a column name is disabled, you cannot remove the column.)
  - Pin a column to freeze it in a specific position. Freezing columns lets you keep the column visible while scrolling through the rest of the list. To pin a column, hover the cursor over the column
header and click (2). In the displayed drop-down menu, click Pin column, then choose Pin left or Pin right to freeze the column on the left or right of the Application List. A vertical horizontal line is added to indicate that the column is frozen.

To cancel a column freeze, hover the cursor over the pinned column header and click (2). In the displayed drop-down menu, click Pin column, then choose No pin. The column will go back to its initial position.

- Search (4): For more information, see Search the Application List on page 29.
- Filter (5): For more information, see Use search filters in the Application List on page 30.
- View application details: Click an application in the list. (For more information, see View application details on page 33.)
- View the total number of applications (6)

Above the Application List, you can view the VAV status bar (7). This status bar allows you to monitor the number of applications on the key VAV steps. VAV Total is the total number of applications in statuses shown on the bar.

**Approved applications**

With the system, you can view the Approved apps list.

To view this list, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved. The Approved app list is displayed.

The list is presented as a table with the following columns:
- **App name**: The application name
- **Version**: The application version number (if available)
- **Status**: The current status of the application
  - “Published”: The application has been published and is available for users in the HP Command Center.
  - “Unpublished”: The application meets the following conditions:
    - The application has been unpublished and, as a result, removed from HP Command Center. These applications can still be used if they are already installed on a device.
    - The application is intended for self-distribution only. These applications won’t appear in HP Command Center but can be distributed and installed manually.
  - “Revoked”: The application has been revoked. A revoked application is not available in HP Command Center, and it cannot be used if already installed on a device.
- **Approved**: The date the application was approved.

You can manage the Application List in the same way as the Requested app list. (For more information, see Requested applications on page 26.)

**Search the Application List**

The system allows you to search the Application List so that you can quickly find specific applications. You can search for an application by its name.

To search for an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open the desired Application List.
3. Enter the name of the application you want to find in the search field above the Application List, and then click or press Enter. The Application List is updated to display the applications that match your search criteria.
To view all applications again, click for each search parameter or Clear all to clear all search parameters at once.

Search parameters can include Filter options. The system allows you to use search criteria along with a Filter. For more information, see Use search filters in the Application List on page 30.

**Use search filters in the Application List**

With the system, you can filter the Application List to quickly find specific applications. The Filter pane appears above the Application List. Depending on the type of Application List, the Filter pane includes the following tabs:

- **Status**: Enables you to filter the Application List by status.
- **Forum**: Enables you to find the applications with new comments posted. The tab is available for Requested apps only.
- **License type**: Enables you to filter the Application List by the application license type.
To filter the Application List, complete the following steps:

1. Log in to the system.

2. From the left pane/Apps drop-down menu, open the desired Application List.


4. On the Filter tabs, select the needed filter options. The options are displayed as search parameters. The Application List is updated accordingly.

For example, if you:

a. Select option **Published (Latest versions)** on the **Status** tab.

b. Select option **Workpath app** on the **Platform type** tab.

c. Specify the application name “HP” as another search parameter.

Then the Application List includes only the latest versions of published Workpath applications containing “HP” in their names.
If you add another **Status** option (for example, **Revoked**), the Application List includes either the latest versions of published or revoked Workpath applications containing “HP” in their name.

To view all applications again, click ✖ for each search parameter or **Clear all to** clear all search parameters at once.

**Filters for the Requested application list**

The system provides an additional filter for the **Requested app** list. This filter allows you to filter the list by key VAV statuses.

This filter is represented as a status bar. Click a status circle icon to view a list of applications currently with this status.
View application details

With the system, you can view application details.

To view application details, complete the following steps:

1. Log in to the system.

2. From the left pane/Apps drop-down menu, open the needed Application List.


The application details depend on the application status and include:

- **General application information:**
  
  - **Status:** The current status of the application. If the application is currently under VAV, the status bar is shown, indicating the current VAV step for your application.

  - **Failure reason/Cancellation reason:** This information is available if the application VAV had failed or was cancelled and includes an explanation for the failure or cancellation.

  - **Reason for revoking:** This information is available if the application was revoked and includes an explanation of why the application was revoked.

  - **App name:** The application name.

  - **Updated:** The latest date the application was updated.

  - **Submitted:** The date the application was submitted for VAV. If the application has been approved, the approval date is shown, instead, as “Approved”.

  - **Revoked:** This information is available if the application was revoked, including the date it was revoked.
• **Submitter/Account type**: Your ID and account type.

• **Version**: The application version number.

• The VAV process information: This information is displayed on the VAV process tab and is available until the application is approved. The tab provides a status bar so you can monitor the VAV progress, showing the VAV step your application is currently at (1) and when the application status was changed (2). Unless the application has failed VAV or is cancelled, the estimated date of VAV completion (3) is shown, as well. In this tab, you can also view the comments posted during VAV. (For more information, see [View comments details](#) on page.)

![VAV process tab](image)

• The application file information and the related description: This information is displayed on the **App info** tab. From this tab, you can view the application screenshots, video, EULA, compatible products, and other details provided during the application submission.

• VAV info is displayed on the **VAV info** tab. From this tab, you can download the documents required for VAV (including the test report and app guide).

• The List button: Located in the upper-right corner of the page, this button allows you to navigate back to the Application List.

• The More Options button: This button is shown, as needed, if screen space is restricted. It provides access to more application management buttons.

### Application verification and validation

When an application is submitted, it must go through the on-demand verification and validation (VAV) process. VAV reviews typically are completed within 72 hours, allowing agile support of both customers’ needs, as well as time to address the occasional bug fix. (For more information, visit this website: [here](#).)
If the application successfully passes the VAV process, it can be:

- Published. The published application is available in HP Command Center, and users can select the application and install it on their devices.
- Downloaded and stored in a custom repository/USB drive for self-distribution. In this case, the application is not available in HP Command Center but is distributed, instead, according to the distributor’s needs.

HP App Center allows you to monitor the VAV process for your application, as well as manage the application, as needed (for example, edit, create new version, remove).

**Cancel VAV**

You might need to cancel VAV for a submitted application. VAV can be canceled if the application has not reached the VAV testing stage yet.

To cancel the application VAV, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Requested.
3. In the Application List, select an application that has “VAV Request” or “VAV (Preparation)” status.
4. Click Cancel VAV, and then enter the reason for cancellation.
5. Click OK. The application status is changed to “Canceled”.

**VAV (testing) results**

After VAV testing of an application has finished, the application status is changed according to the test results. The results can be either “Passed” or “Failed”. If “Passed”, the application status is changed to “Waiting for registration”. If “Failed”, the application status is changed to “Failed”, and you receive the corresponding notification.

If an application fails VAV testing, you can do one of the following:

- Create a new application version. (For more information, see Create new versions of applications on page 38.)
- Remove the application. (For more information, see Remove applications on page 39.)
Application registration

An application that successfully passed VAV testing can be registered. The registered application is approved to be installed on compatible devices. Before the application can be registered, the HPK file must be signed by HP. After registration, the application is available for installation from the HP Command Center (unless the application has been set for Self-distribution only).

If an application has been set for self-distribution, make sure you download the HPK file that passed VAV and that has been signed by HP. Otherwise, the application cannot be installed on devices.

After your application is registered you will receive a corresponding notification, and you can view the registered application in the Approved app list. Its status is either “Published” or “Unpublished” (if set for Self-distribution only).

If the status is “Published”, you can:

• Edit the application. (For more information, see Edit applications on page 25.)

• Create a new version of the application. (For more information, see Create new versions of applications on page 38.)

• Stop publishing of the application. (For more information, see Stop application publishing on page 36.)

• Remove the application. (For more information, see Remove applications on page 39.)

If the status is “Unpublished”, you can:

• Edit the application. (For more information, see Edit applications on page 25.)

• Create a new version of the application. (For more information, see Create new versions of applications on page 38.)

• Publish the application. (For more information, see Publish applications on page 37.)

• Remove the application. (For more information, see Remove applications on page 39.)

Stop application publishing

If an application successfully passes verification and validation, it is registered in the system. The status of the application is set to “Published”, and the application is made available for installation from HP Command Center (unless the application is set for Unpublished only).

However, you might need to make an application unavailable for installation through HP Command Center (for quality checks or other reasons). In this case, you can stop publishing the application in the system.
After an application has been unpublished, you can publish the application again. (For more information, see Publish applications on page 37.)

Publication option changes are allowed only twice. You can stop publishing once and then publish again, but you cannot stop publishing the application again after that. Therefore, exercise caution when determining whether to stop publishing your applications.

To stop publishing an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application that has the status “Published”.
4. Click Edit in the Price & distribution section and change the Publication option to Unpublished.
5. Click Stop publishing.

The application status is changed to “Unpublished”, and the unpublished application is stored in the Approved app list. (For more information, see Approved applications on page 28.)

**Publish applications**

An application can be unpublished made unavailable for downloading from HP Command Center. (For more information, see Stop application publishing on page 36.) However, if you want to make the application available again, you can publish the app again.

Publication option changes are allowed only twice. You can stop publishing once and then publish again, but you cannot stop publishing the application again after that. Subsequently, you should contact system owner or create new version of the application. Therefore, exercise caution when determining whether to stop publishing your applications.

To publish the app again, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application that has the status “Unpublished”.
4. Click Edit in the Price & distribution section and change the Publication option to Published.

The application status is changed to “Published”, and the published application is stored in the Approved app list. (For more information, see Approved applications on page 28.)
Create new versions of applications

With the system, you can register a new version of an application at different points in the verification and validation process. You can do so in the following situations:

- The application verification and validation has been cancelled.
- The application testing has failed.
- A new application version is made available after the application had been approved in the system.

To register a new version of an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open:
   - Requested
   - Approved
3. In the Application List, select an application with one of the following statuses:
   - “Canceled”
   - “Failed”
   - “Published”
   - “Unpublished”
   - “Revoked”
4. Click Create new version, and then click OK to confirm the creation of the new version.
5. On the Register new app page, in the App file field, click Browse.
6. Select and open the HPK file of the new application version.
   - For Workpath applications, make sure the universal unique identifier (UUID) of the uploaded HPK file is the same as the UUID of the previous version. The file size cannot exceed 100 MB.
7. If needed, edit the application details as you would if you were registering a new application. (For more information, see Register new applications on page 19.)
8. Select one of the following options:

- Click **Save Draft**, and then click **OK** if you do not need to submit the application for VAV immediately.

- Click **Submit** to submit the application for VAV immediately.

The application is added to the **Requested** app list. If you submit the application, the application status is set to “VAV Request”. If you have saved it as a draft, the application status is set to “Draft”. This draft is stored for a week and then deleted automatically if you do not make any changes to it.

**Revoke applications**

If an installed application operates incorrectly or negatively affects the device, the application can be revoked. A revoked application is removed from the HP Command Center and cannot be launched on a device. When your application is revoked, you receive a corresponding notification. You can view the revoked application in the **Approved** app list, and the applications status is set to “Revoked”.

With the system, you can:

- Create a new version of the revoked application. (For more information, see [Create new versions of applications](#) on page 38.)

- Remove the revoked application. (For more information, see [Remove applications](#) on page 39.)

**Remove applications**

You can use the system to remove applications at different stages of the application life cycle, including when apps are set to the following statuses:

- “Draft”
- “Canceled”
- “Failed”
- “Published”
- “Unpublished”
- “Revoked”

The HP administrator has permission to remove your applications, as well. If the HP administrator removes your “Published”, “Unpublished”, or “Revoked” applications, you will receive a corresponding notification. However, if the HP administrator removes “Failed” or “Cancelled” applications, notifications are not sent.
To remove an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open the needed Application List.
3. In the Application List, select the application you want to remove.
4. On the displayed application details page, click **Remove**.
5. Specify the reason for removing the app, and then click **OK**.

The application is no longer available in your app list.

**VAV comments**

You can use the system to exchange comments with the HP administrator during the verification and validation process for your application. You can do this when the status of the submitted application is set to “VAV Request”.

The comments thread is displayed on the **VAV process** tab of the application details. From this list, you can:

- View comments. (For more information, see View comments on page 41.)
- Add a comment. (For more information, see Add comments on page 42.)
- Edit your comment. (For more information, see Edit comments on page 43.)
- Reply to a comment. (For more information, see Reply to comments on page 43.)
- Delete your comment. (For more information, see Delete comments on page 44.)
The actions cannot be performed after an application has been approved, has a status of “Published” or “Unpublished”, or has been archived.

**View comments**

When your application goes through the VAV process, the HP administrator might post comments related to the application and its verification and validation. As a new comment is added, a ❗️ appears in the Application List next to the application icon, indicating that a new comment has been added.

To view the comments, select the desired application. The **VAV process** tab in the application details appears, with comments shown below the status bar.

The **VAV process** tab is available until the application is approved. Until then, you can review the comments whenever needed. On the status bar, click a status circle icon to view comments made at that status.

**Add comments**
To add a comment, complete the following steps:

1. Log in to the system.

   ![VAV process](image.png)

2. From the left pane/Apps drop-down menu, open **Requested**.

3. In the Application List, select an application about which you would like to comment.

4. Open the **VAV process** tab.

5. In the text field, enter your comment.

6. If necessary, click ![attachment icon] and attach an image or document to the comment. The file size cannot exceed 100 MB.

   ![Table](image.png)

   ![To delete the attachment, click ![delete icon].]

7. Click **Send**.

   The system notifies the comment author and addressee that a new comment is available, and • appears in the addressee's Application List to show the new comment is available.

**Edit comments**

To edit a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/\textbf{Apps} drop-down menu, open \textit{Requested}.

3. In the Application List, select the application that has a comment you’d like to change.

4. Open the \textbf{VAV process} tab.

5. Locate your comment, and then click \textbf{Edit}.

6. Update the comment, and then click \textbf{Save}.

\textbf{Reply to comments}

To reply to a comment, complete the following steps:

1. Log in to the system.

2. From the left pane/\textbf{Apps} drop-down menu, open \textit{Requested}.

3. In the Application List, select the application that has the comment to which you’d like to reply.

4. Open the \textbf{VAV process} tab.
5. Locate the needed comment and click the **Reply** button.

![V&V Process](image)

6. Enter your comment, and then click **Send**.

**Delete comments**

To delete a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select the application that has a comment that you'd like to delete.
4. Open the **VAV process** tab.
5. Locate your comment, click **Delete**, and then click **OK** to confirm the deletion.

![VAV process](image)
Support

With HP App Center, you can view supporting materials and frequently asked questions (FAQs). This information can help you develop your applications and support them throughout their lifecycle within the system. These resources are provided by the HP administrators, and you can these resources from the Support menu.

If you have questions related to topics not covered in these resources, you can contact the HP administrator directly by email.

Resources

The HP administrator can provide information that can help you work in HP App Center—including SDKs, manuals, videos, links to useful materials, and more.

To view these resources, complete the following steps:

1. Log in to the system.
2. In the Main Menu, select Support, and then select Resources. The Resource List appears.
3. Click to open or close resource items.
You can also search the available resources by resource title to quickly find the information you need:

1. Enter a search parameter related to the title of the resource you are searching for in the search field above the resource list.

2. Click 🔍 or press Enter. The resource list is updated to display the available resources having titles matching your request.

3. To add another search parameter, repeat steps 1-2. The search results will be updated to include the resources with the titles matching either of the specified parameters.

4. To view all resources again, click ☑️ for each search parameter or Clear all to clear all search parameters at once.
**Contact the support team**

If you have any questions about HP App Center, you can contact the support team directly.

To contact the support team, complete the following steps:

1. Log in to the system.

2. At the bottom of any page, click the **Contact us** link. The contact form appears.

3. In the **Subject** field, enter the subject of your request.

4. From the **Category** list, select the type of request you are making.

5. In the **Message** field, enter your request.

6. Click **Send**.

**FAQs**

HP App Center provides an **FAQ** page that allows you to quickly find answers to common questions about the system.

To view the FAQ, complete the following steps:

1. Log in to the system.
2. In the Main Menu, select **Support**, and then select **FAQ**. The FAQ List appears.

3. **Click** to open or close FAQ items.

You can search the FAQ list by item title quickly find the information you need:

1. **Enter** a search parameter related to the title of the FAQ you are searching for in the search field above the FAQ list.

2. **Click** or press Enter. The FAQ list is updated to display the available FAQs having titles matching your request

3. To add another search parameter, repeat steps 1-2. The search results will be updated to include the FAQs with the titles matching either of the specified parameters.
4. To view all resources again, click refresh for each search parameter or Clear all to clear all search parameters at once.
Notifications

HP App Center is designed to notify you about events relevant to you and your applications. For example, when the HP administrator approved your account request or when your application is revoked, the System notifies you by email.

Other types of the notifications can be seen from within the system, itself. Whenever a new notification is available, these icons appear:

- On the Notification icon (1). This icon lets you know that the HP administrator has sent you a new message (such as a notification about scheduled system maintenance). (For more information, see Notifications list on page 51.)

- Next to an application icon (2). This icon alerts you to new comments that have been posted as part of the VAV process for the indicated application. (For more information, see VAV comments on page 40.)
With HP App Center, you can view notifications that have been provided by the HP administrator.

To view notifications sent by the HP administrator, complete the following steps:

1. Log in to the system.
2. In top right corner, click the Notification icon 📢.
   The Notification List appears.

3. Click ⬇️ to open or close a notification item.
Glossary

**HP Command Center**

HP Command Center is a web interface used to purchase and deploy applications on HP printers. HP Command Center provides HP service providers the ability to manage users, enable HP Cloud Sign-In Once (SiO), manage app portfolios, and install apps on HP printers.

**Developer**

A Developer is a user role in HP App Center. A user with this role can register and manage his or her applications. This user is also entitled to monitor the progress of the verification and validation process and provide comments on the process.

**HP Administrator**

An HP administrator is a user entitled to approve user accounts and manage the verification and validation process for applications. This user can revoke an application from the HP Command Center.

**Workpath app**

A Workpath app is an application that can be developed using many of the same tools and processes used to develop Android apps.

**VAV**

“Verification and validation”. This process is used to test applications to ensure they meet certain quality standards. If an application successfully passes the VAV process, it can be published in the HP Command Center and subsequently installed by users on their devices.