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For Windows 11, click Start and click All apps. This will show (see above) a list of all apps you have installed in Windows. Find the target app from the list, drag and pull the app from the Start menu to the desktop. This will create a desktop shortcut for the app installed from Microsoft Store. The following video is an example of how to put an app on the desktop. This is a video for the support assistant desktop icon here Let me know if you need more help Thank you for using HP products and posting to the community. I am a community volunteer and do not work for HP. If you find this post useful click the Yes button. If I helped solve your problem please mark this as a solution so others can find it Hp Printer Microsoft Windows 10 (64-bit) My entire printer software went Hay wire. It won't accept my wire less setting; It won't scan. I have no idea what cause this but now I can download the entire software package. I went to HP for the app and when I enter the printer, it just take me back to the app. Hi @DESKTOP-LDH0R6P, Welcome to HP Support Community. Thank you for posting your query, I will be glad to help you. If your HP laptop's fingerprint scanner is not recognized or compatible with Windows Hello on Windows 11, follow these steps to troubleshoot and resolve the issue. Verify Hardware Compatibility Check your laptop's specifications to ensure the fingerprint scanner is compatible with Windows Hello. Ensure that the fingerprint scanner is not physically damaged. Update Windows Open Settings Windows Update. Install all pending updates. This might include driver updates. Update Fingerprint Driver Open Device Manager: Press Win + X and select Device Manager. Locate Biometric devices or Other devices (if not installed properly). Right-click the fingerprint scanner and select Update driver Search automatically for drivers. Download the Latest Driver from HP Visit the official HP Support website. Search for your laptop model using its serial number or product name. Navigate to the Drivers section and download the latest fingerprint driver for Windows 11. Install the driver and restart your laptop. Enable Windows Biometric Service Press Win + R, type services.msc, and press Enter. Locate Windows Biometric Service. Right-click and select Properties. Set Startup type to Automatic and click Start. Click OK. Check BIOS Settings Restart your laptop and enter the BIOS/UEFI settings (usually by pressing Esc, F10, or another key during startup). Look for options related to the fingerprint scanner or biometric devices. Ensure it is enabled. Save changes and exit. Raj_05 HP Support Community Moderator

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