

HP ExpertONE

Contact Us

Europe, Middle East and Africa



HP ExpertONE participant support EMEA for HP partners and customers

email: expertONESupport.emea@hp.com

Supports all inquiries regarding HP ExpertONE certifications

Support coverage includes:

- All questions related to Train & certify section on the SmartPortal (once a user has access to the full site – beyond “Request Access to the Learning Center”)
- Prometric testing (how to register/tool support)
- The Learning Center and Certification Explorer navigation and content assistance, questions regarding how to find training/exams
- Questions about individual certification status in HP ExpertONE
- HP ExpertONE program benefits, including e-certificates
- HP Education Manager functionality
- How to read TopShape reports
- Preferred Partner Program questions related to certification and training requirements

Email: ic.usermanagement@hp.com

Supports all inquiries to enable **SmartPortal access** (Not for HP employees)

Support coverage includes:

- Login to SmartPortal
- Password reset
- Request access to The Learning Center
- Recover learning history tool usage
- Basic HP Learner ID questions

Email: certificationandeducation.emeasupport@hp.com (Not for HP employees)

Support coverage includes:

- Prerequisites upload into The Learning Center (3rd party certifications such as Microsoft, etc.)