



# Customer employee access to The Learning Center

## Resources

February 2012

**For students seeking certification training and exams who are customers of HP products, services or solutions, or are individuals interested in advancing their careers**

Does not apply to students employed by HP or HP channel partners.

Visit us on HP.com  
[HP ExpertONE](#)

**Need help using or accessing The Learning Center?**

Visit the [Assist Kit](#) on hp.com.

## Why you need access.

The Learning Center is HP's learning management system for certification and training.

The Learning Center provides pre-designed learning plans to help you prepare for certification exams and tracks your progress over time.

## Steps to obtain access.

- 1. Visit the HP ExpertONE home page at:** [www.hp.com/go/ExpertONE](http://www.hp.com/go/ExpertONE)
- 2. Click the 'Get Started' tab**
- 3. On the 'Get Started' page, click 'Get Started - for customers'.**
- 4. Click 'Create your account'** on the 'Customer registration for access to The Learning Center' page
- 5. Verify your citizenship.** Click 'Submit'
- 6. Complete the registration form.** It is recommended to use your email address for your User ID. Complete the form. Click 'Submit'. Allow up to four (4) business days for an email confirming your User ID and new HP Learner ID.
- 7. Choose your password.** Follow the instructions in the email to set your account password
- 8. Agree to the Terms and Conditions.** You will receive an email with your User ID and HP Learner ID. Follow the instructions in the email to login to Train & certify. Affirm the Export Compliance Agreement and agree to the Partner Terms and Conditions. Check **BOTH** boxes and click 'Submit.' Log out and close your browser. Open your browser and log in to Train & certify. You now have full access to Train & certify and The Learning Center

See the following pages for details.

## Q&A

**Q. How long will it take to get access?**

A. Access to The Learning Center is a one-time process that can take up to four (4) business days to complete.

**Q. How will I know my access is approved?**

A. Your registration is complete when you can view the content on the 'Train & certify' web pages and the links to The Learning Center are live.

**Q. I have a Student ID, can I use it?**

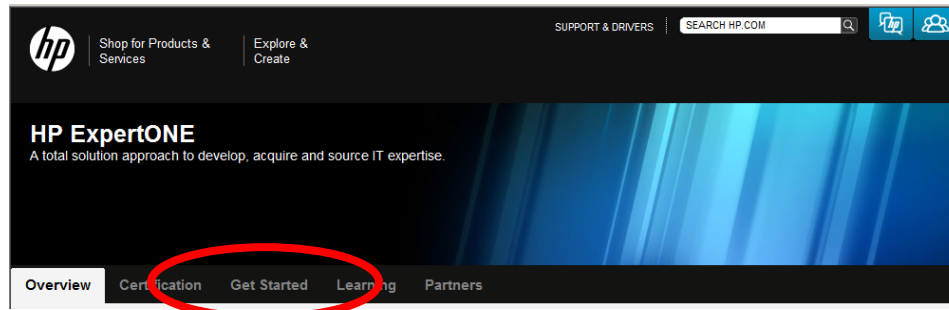
A. If you have a previous learning or certification history with a legacy learning system with HP, use your student ID to retrieve the information and have it moved to The Learning Center. Once your history is retrieved, your former student ID will be replaced with an HP Learner ID.

**Q. Where is my learning history?**

A. If you have a previous learning or certification history it has likely been transferred to The Learning Center, see Page 4. If not, visit the [Assist Kit](#) for instructions.

**Q. What is my new HP Learner ID?**

A. Your new HP Learner ID can be found in The Learning Center under the My Profile tab. Use your HP Learner ID when registering for exams.



**Steps 1 and 2:** Visit the ExpertOne home page on hp.com.

- [www.hp.com/go/ExpertONE](http://www.hp.com/go/ExpertONE)
- Click the 'Get started' tab

HP ExpertONE on hp.com

## Register for Access to The Learning Center

For first time access to The Learning Center you need to create an account and obtain your HP Learner ID. Access to The Learning Center gives you the ability to register for certifications, courses and exams.

If you work for an HP Partner or an authorized self-maintainer, your path starts here:

[Get started – for partners >](#)

If you are a customer of HP products, services or solutions, or interested in HP certification and training to further your career, your path starts here:

[Get started – for customers >](#)

If you are a student pursuing an HP ExpertONE certification at an academic institution, your path starts here:

[Get started – for students >](#)

If you are an HP employee or contingent worker with an HP email address, your path starts here:

[Get started – for HP employees >](#)

**Need help?** The [Assist Kit](#) may have the answers you need. Be sure to check this page before contacting HP for support.

**Step 3:** Click 'Get started - for customers'

'Get started' page

## Customer Registration for Access to The Learning Center

Are you a customer of HP products, services or solutions, or an individual interested in HP certification and training to further your career?

Are you interested in obtaining your HP Learner ID and getting HP training or obtaining an HP certification? Then you have come to the right page.

Account registration is required for first time access to The Learning Center. You will be asked to verify your citizenship and to complete the registration form. Allow up to three business days for processing. You will then receive an email with your HP partner portal user ID and instructions for obtaining your HP Learner ID and access to The Learning Center.

[Create your account >](#)

### Step 4: Register for your account

- Click 'Create your account'

'Get started - for customers' page

## Citizenship Verification

As a US based company, HP is required to obtain export licenses prior to transferring products and technology to certain countries and nationals of those countries. By accepting this agreement you confirm that you are not located in (or a citizen or resident of) any country under U.S. economic embargo or sanction, including:

- Cuba
- Iran
- North Korea
- Syria
- Sudan

You further agree you will not export, re-export, transfer, or download HP products, technology, or services to those countries without prior U.S. Government authorization.

- I Affirm I am **NOT a Citizen** of one of the countries listed above
- I Acknowledge I am a **Citizen** of one of the countries listed above

Submit »

## Step 5: Citizenship Verification

- Verify that you are not a citizen of Cuba, Iran, North Korea, Syria or Sudan
- Click 'Submit'

Citizenship verification page

## Personal Information

HP is committed to protecting your privacy. Your information will not be shared outside HP unless you give your consent. You have the option whether or not HP may communicate directly with you. For more information, see the [HP Privacy Statement](#).

Please complete the form in English and ensure you complete all fields marked with an asterisk (\*).

Desired user ID* (Recommend using your business email address)	<input type="text"/>
Salutation	Mr. <input type="button" value="v"/>
Full name <i>in English</i> *	<input type="text"/>
First name (Given)* 名前 (名) - 名字 - 이름	<input type="text"/>
Last name (Family)* 名前 (姓) - 姓氏 - 성	<input type="text"/>
Job title	<input type="text"/>
Email address*	<input type="text"/>

Account registration page

## Step 6: Registration form

- Enter a User ID. It is recommended that you use an email address for your User ID.
- Complete the form with your Personal and Business Information.
- Select how HP can contact you so you will receive important updates.
- Click 'Submit registration'.
- You will receive a confirmation email immediately.
- Allow up to 4 business days for an email containing your User ID and new HP Learner ID.

## Step 7: Choose your password

- Follow the instructions in the email to use the "Forgot HP Passport Password" screen to choose a password

Forgot HP Passport Password

HP PASSPORT

- New User Registration
- Forgot Password
- Forgot User Id
- About HP Passport

If you have forgotten your HP Passport password, you will need to choose a new one. To begin, enter your e-mail address and click "Submit".

\* = Required field

User Information

\* E-mail address

Secure SUBMIT

'Set Initial Password' page

## Agree to Terms and Conditions

Please click here to view the Terms and Conditions.

If you do not agree to the HP Certified Professional and Partner Education Programs Terms and Conditions, you will not have access to our HP training and certification pages. This includes not being able to register for training classes, take exams or pursue HP certification. For detailed information as to how HP might use your information, please refer to the HP Certified Professional and Partner Education Programs Terms and Conditions above.

Yes, I agree to the Terms and Conditions of the HP Certified Professional and Partner Education Programmes.

By requesting access as an HP student, I agree that HP can store information about classes I register for and the certifications which I obtain, and that HP may share this information within the HP group of companies, authorized agents of HP and/or actual businesses that I work for.

Submit »

**Congratulations!** You now have access to The Learning Center.

## Step 8: Accept the terms and conditions

- Return to the email you received with your User ID and HP Learner ID. Follow the instructions to login to Train & certify
- Affirm the Export Compliance Agreement by clicking the link at the bottom of the page
- A new screen will appear. Check **BOTH** boxes to accept the program Terms and Conditions.
- Click 'Submit'
- Log out and close your browser
- Open your browser and log in to Train & certify
- You now have full access to Train & certify and The Learning Center

Terms and Conditions must be renewed every 18 months. Be sure to keep your contact information current.

For more information about your HP Learner ID or your learning history, visit the [Assist Kit](#) on [hp.com](#).