



Partner employee access to The Learning Center

Resources

February 2012

For students employed by HP channel partners.

Does not apply to HP employees or customers.

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

Need help using or accessing The Learning Center?

Visit the [Assist Kit](#) on hp.com. If you cannot find what you need, click Contact HP in the upper right corner of your regional partner portal.

Why you need access

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

Access to The Learning Center requires that you register with your regional partner portal and accept the program Terms and Conditions

1) **Partner Portal.** Register with your regional partner portal and identify your partner employer.

2) Access the **Train & certify** section of the portal to accept the program Terms and Conditions.

Steps to obtain access

To register for access to The Learning Center, you must have your partner company information. Obtain your partner company information from your company (Partner Portal Administrator (PPA)). You will need this for the portal registration form, Step 8.

1. **Visit the HP ExpertONE home page at:** www.hp.com/go/ExpertONE
2. **Click the 'Get Started' tab**
3. **On the 'Get Started' page, click "Get Started - for partners."**
4. **Click the link for your regional partner portal.** If prompted, select the country where your company employer is based.
5. **If you already have a partner portal login, skip to step 9.**
6. **Click 'Register' or 'Apply for a user account'.** See page 6.
7. **Select Yes or Option A.** See page 6.
8. **Complete the portal registration form.** It is recommended to use your email address for your User ID. Complete the form. Click 'Submit.' Allow up to 3 days for your Partner Portal Administrator (PPA) to approve your access. See page 7.

Q&A

Q. How long will it take to get access?

A. After you complete your registration, allow up to 3 days for your Partner Portal Administrator (PPA) to approve your access request.

Q. How will I know my access is approved?

A. You will receive an email when your access is approved by your PPA. Your registration is complete when you can view the content on 'Train & certify' and the links to The Learning Center are live.

Q. What is a PPA and what do they do?

A. Partner Portal Administrator. A role assigned by HP to a person in your company. When you register, the PPA will be notified and approve your portal access.

Q. I have changed employers, what happens to my learning history?

A. Your history can be transferred to your new employer. Visit the [Assist Kit](#).

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

A. Not for access. Only use if you have a previous learning or certification history with a legacy learning system with HP. Visit the [Assist Kit](#) for Finding my learning history. Once your history is retrieved, your former student ID will be replaced with an HP Learner ID.

9. **Navigate to your regional partner portal.** When you receive an email confirming your account activation, follow the instructions in the email to access your regional Partner Portal.
10. **Agree to the Terms and Conditions** and affirm the Export Compliance Agreement. Check **BOTH** boxes and click 'Submit.' Log out and close your browser. Open your browser and log in to your partner portal. You now have full access to Train & certify and The Learning Center. See page 9.

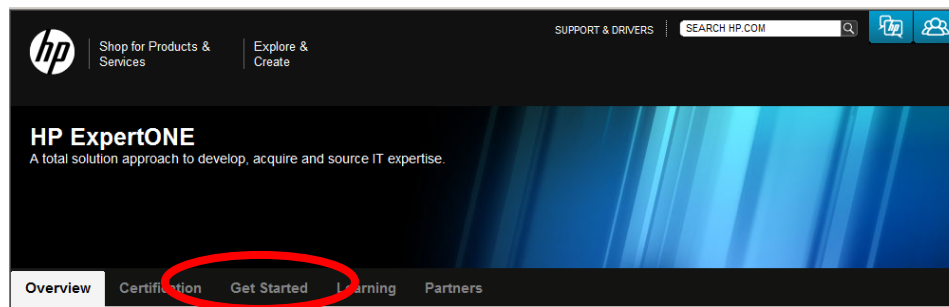
See the following pages for details.

Q. How can I find 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.

Be sure to have your partner company information before beginning these steps

Contact your company Partner Portal Administrator (PPA) for information about your partner company.



HP ExpertONE on hp.com

Steps 1 and 2: Visit the ExpertOne home page on hp.com and click the "Get Started" tab

- www.hp.com/go/ExpertONE
- Click the 'Get started' tab

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 partners'

'Get started' page

Partner Registration for Access to The Learning Center

Do you work for an HP partner or for an HP authorized self-maintainer? Are you interested in obtaining your HP Learner ID and pursuing partner learning, an HP certification or an HP service qualification? Then you have come to the right page.

Your first step is to gain access to your regional partner portal and "The Learning Center".

Register for access to your partner portal

Choose your regional partner portal link below. Once you arrive on the landing page, click on the "Register" link on the left navigation bar and follow the instructions to acquire your partner portal user ID and password.

You will need your partner company information to complete your registration. Obtain this from your PPA (Partner Portal Administrator).

[North America - US >](#)

[North America - Canada >](#)


[Asia Pacific >](#)

[Europe, Middle East and Africa >](#)

[Japan >](#)

[Latin America >](#)

Need more help? See the:

 ["Customer access to The Learning Center" quick reference card \(574KB, PDF\)](#)

or look in the [Assist Kit for more information](#)

Step 4: Click the link for your regional partner portal.

If prompted, select the country where your company employer is based.

Get Started - for Partners

Step 5: If you already have a partner portal login, skip to step 9.

HP Partner Portal

» HP Partner Portal
 » **Register**
 » Forgot Password
 » Forgot User ID

» Sign-in Help & FAQs

Sign-in
 User ID

 Password

 Sign-in »

Welcome to the HP Partner Portal, where you'll find information and tools to market, sell and support HP products and solutions for our mutual success.

» Bookmark HP Partner Portal - US
 » Bookmark HP Partner Portal - CA

New to HP Partner Portal?
 » Apply for a user account here
 » Interested in obtaining access to HP certification and training programs or content? Click here

Canada
 » Become an HP Partner
 » PartnerONE in Canada
 » Reselling Partners

U.S.
 » Become an HP partner
 » PartnerONE in the U.S.

More HP partner sites
 » HP Channel Services Network (CSN)
 » HP AllianceONE Partner Program
 » IPG Solutions Developer Program
 » Software
 » Suppliesinfo
 » Fast Attach
 » HP Source Sales

HP Partner Portal assistance
 » Trade Control requirements
 » HP Partner Portal Frequently Asked Questions
 » HP Partner Portal Tour (3MB)

Step 6: Click 'Register' or 'Apply for a user account' depending on your partner portal.

Register

» HP Partner Portal
 » Register
 » Forgot Password
 » Forgot User ID

» Sign-in Help & FAQs

Sign-in
 User ID

 Password

 Sign-in »

Click "Option A" below, if:
 -You work for an HP Partner and want to register for this portal for the first time
 -You want to apply to become an HP Partner
 -You are employed by an HP Self-Maintainer
 -You are an HP employee. (Refer to instructions on the HP intranet.)

» Option A


Click "Option B" below, if:
 - You want to move your existing Partner Portal account to a new HP Partner

» Option B

Step 7: Select 'Option A' or 'YES' depending on your partner portal

- US and Canada, select 'Option A.'
- All other regional portal registrations, select 'YES.'

» Contact HP



Registration

» HP Partner Portal

» Close

HP Partner Portal Registration - Step 1

HP respects your privacy. For more information, see the [HP Online Privacy Statement](#).

Please ensure you complete all fields marked with an asterisk (*).

User ID
Your User ID for HP Partner Portal must be a minimum of five (5) characters.
You may use any of the following special characters: ! @ # \$ % . () - _ .

Password
Your password for HP Partner Portal must be a minimum of eight (8) characters and include at least three of four following characteristics:
 - At least one numeric character
 - At least one of the following special characters: ! @ # \$ % . () - _ .
 - At least one lower case letter
 - At least one upper case letter

Privacy Information

Occasionally HP communicates information about products, channel programs, services, and/or support. This may include new product information, promotions, or possibly an invitation to participate in market research.

May HP contact you with information that may be relevant to you?

Email*

Phone*

Postal mail*

Fax*

Submit registration »

Step 8: Portal registration form

- Create a User ID and password. It is recommended that you use an email address for your User ID.
- Select how HP can contact you so you will receive important updates.
- Complete the online form. Enter your employer company information. Click 'Submit'
- You will receive a confirmation email.
- Your company PPA will be notified to approve your portal access. Allow up to 3 business days for your PPA to approve your portal access.

hp

Welcome to HP Partner Portal

» HP Partner Portal

- » Marketing Toolkit
- » News
- » Prices
- » Products
- » Programs
- » Promotions
- » Sales Administration
- » Services
- » Solutions & Documents
- » Train & certify
- » Enterprise Servers, Storage & Networking (ESSN)
- » HP Financial Services
- » Contract & Compliance
- » My Account
- » Using Partner Portal
- » Sign-out

HP presents...
SELLING THROUGH CURIOSITY

Sell more.
Discount less.
Shorten selling cycles.
Increase average deal size.

Train your entire organization
...at no cost, without travel!

Click here to learn more!

What you need fast

- » HP Better Together Documents
- » HP Notebooks User Profile Solutions
- » HP Presents: Selling Through Curiosity On-Demand
- » ESSN Initiatives updated for FY12 - Win with Converged Infrastructure
- » A Catalyst for Change Cisco Trade-in Program
- » Deal Registration Tool

Step 9: Log in to your partner portal

- After you receive your email confirming your portal access, follow the instructions in the email to reach your regional partner portal
- Log in to the portal and click the 'Train & certify' link in the left navigation pane.

The Partner Portal will vary by region and your partner employer type

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 »

Step 10: Accept the Terms and Conditions

- Click 'Step 1: Agree to Program Terms and Conditions'
- Affirm the Export Compliance Agreement by clicking on 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 the partner portal
- You now have full access to Train & certify and The Learning Center

Congratulations! You now have access to the partner learning catalog in The Learning Center. Learn about new products, solutions and new skills.

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

Your HP Learner ID.

Your new HP Learner ID is now assigned. To find your new ID:

- Login to your regional partner portal and click 'Train & certify'
- Click 'Access The Learning Center'. Click 'My Profile'.