



## FAQs – Accessing &amp; Using The Learning Center

## Resources

January 2012

**For students who are employed by HP channel partners or customers of HP products and solutions.**

Does not apply to HP employees.

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

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

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

## TOPICS

**Getting access**

How to register for access  
Train & certify terms and conditions  
Timeframes

**HP Learner ID**

HP Learner ID  
Former student ID

**Support/Help**

Can't login  
Contacts

**Getting access****Q. How do I register for access?**

A. For complete details on how to register for access to The Learning Center, visit the [Assist Kit](#). Select the information based on your employer type.

**Q. Why can't I accept the Terms & Conditions?**

A. When prompted, check both boxes and submit. If the page does not display, close all browsers, delete cookies and temp files from your browser. Login again and re-submit. If you are using Internet Explorer, use the Compatibility Mode for the Submit button to display. If the system still will not accept, click Contact HP in the upper left corner of any partner portal page.

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

A. Allow up to six (6) business days for portal access and 1 additional day for access to Train & certify.

**Learning history**

Find your history  
History does not display  
History or transcript is incomplete

**Profile**

Update  
Multiple accounts

**Exams**

Register with Pearson VUE  
Exam results

**Learning history and transcript****Q. How do I find my learning history?**

A. Your learning history will display in The Learning Center under the 'My Learning' tab.

**Q. Why doesn't my learning history display?**

A. If your history did not transfer from a legacy system, visit Train & certify, click 'Finding my learning history' and follow the steps.

**Q. Why is my history in The Learning Center incomplete?**

A. You might have multiple accounts. If you do, the accounts should be merged. See 'Profile' below.

**Profile****Q. How do I update my learner profile?**

A. On your regional partner portal, click the link 'My account' on the left

**Search**

Find training for an exam  
502 Insufficient Privileges

**HP Certified Professional Program**

eCertificates and ID cards  
Benefits

**Search****Q. How do I find certification training and exams?**

A. For best results, use the directory on 'Train & certify' under 'Curriculum, certifications and courses'. Or use 'Advanced Search' in 'The Learning Center'. See more 'Search tips' on the [Assist Kit](#).

**Q. Why do I get a 502 Insufficient Privileges message?**

A. Courses are profiled by your employer type. If you have received this message incorrectly, please contact your regional program office.

**HP ExpertONE program****Q. Where is my eCertificate and ID card?**

A. When The Learning Center displays a certification as 'Acquired' visit, 'Train & certify', click Certification Program. Click

## Your HP Learner ID

### Q. Where is my HP Learner ID?

A. Enter The Learning Center, click My Profile tab, your HP Learner ID will display.

### Q. Can I use my old Student ID?

A. Your former Student ID is no longer valid for accessing or using The Learning Center. Use it only if your learning history needs to be moved from a legacy learning system to The Learning Center.

## Support

### Q. Why isn't my portal login accepted?

A. If you cannot access, click the Contact HP link in the upper left corner of any partner portal page. To expedite your request, provide as much information as you can.

### Q. I still cannot get access, who do I contact?

A. For portal access, click the Contact HP link in the upper left hand corner of any portal page.

navigation pane. Enter your changes. Allow two (2) days for the changes to appear in The Learning Center under the 'My account' tab.

### Q. I may have multiple accounts, how can I merge?

A. If you have multiple accounts they should be merged. Contact your regional program office for assistance.

## Exams

### Q. How do I register for certification exams and web-based practice exams with Pearson VUE?

A. Login to the [HP ExpertONE testing portal on Pearson VUE](#). On the Candidate Landing Page, click "Schedule Proctored Exams" to schedule an HPO exam or "Purchase Web-Based Exams" to purchase an HP2 exam, an HP3 exam, or a web-based practice exam.

You will need an HP Learner ID to create a profile on the HP ExpertONE testing portal on Pearson VUE

### Q. When will my exam results appear in The Learning Center?

A. Allow two (2) business days for exam results to appear.

e-certificates. Download and print your eCertificate and ID card.

### Q. Where can I find the HP ExpertONE program benefits?

A. Visit [HP ExpertONE](#) site on hp.com. In the left navigation pane, click 'My Benefits'. This site is viewable by active HP ExpertONE certified professionals only.