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What is Service Qualification?

- Service Qualification is the testing program that is specifically for HP service providers, including companies participating in the Authorized Support Partner and Self Maintainer programs.

- An individual’s employer must be authorized as a Service provider in order for that individual to support HP products under warranty. Go to www.hp.com/partners/us to view information about becoming a partner.

- For the products covered under your employer’s Service authorization agreement, the individual must achieve Service Qualifications prior to performing eligible support services and warranty repair.

- Earning a Service Qualification may require obtaining certification or obtaining certification plus additional testing or training:

  - HP Certified Professional: APS level certification
  - Product Specific Activity (exam, class attendance, etc)

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  Service Qualification
Obtain an HP student id

To complete Service Qualifications, each student will need an HP Student ID number.

If you do not know your existing Student ID or would like to request a new Student ID, please call HP Americas Training:

- US: 1-800-732-5741
- Canada: 1-800-392-7024

An HP student ID is a personal ID number assigned to you by your HP regional certification and training office. This ID will be used to access and track your HP training and testing. For additional information on Student ID numbers, go to http://www.hp.com/certification/americas/student_id.html.

How do I... access HP Channel Services Network (CSN)?

A student ID number does not give you access to CSN (www.hp.com/partners/csn). If you are employed by an authorized HP service provider, contact your CSN administrator if access is needed. Your employer will use your student ID when submitting warranty claims for the products you repair.
Search for service qualifications

HP offers multiple Service Qualifications. To search for Service Qualifications for HP service providers, technicians can go to http://www.hp.com/certification/sq/search.html.

1. From the drop-down menu, choose the product you would like to qualify for.
2. Click “View service qualifications”.
3. A list of qualifications matching your criteria will be displayed.
4. Determine which qualification you wish to achieve.
   
   *Note for Self Maintainers:* When searching for commercial desktops, workstations, notebooks, or servers, the results will include the options noted as “Americas Self Maintainers” or “SM only”. These qualifications are limited to Self Maintainer technicians. All other technicians should choose the alternate qualification.

5. Click on the qualification name to view the requirements.

How do I... know which qualification to choose?

Most products are included in the qualification name to assist you. For printing and imaging products, you can view the Printer Warranty Guide on the HP Partner Portal (www.hp.com/partners/us or www.hp.com/partners/ca) to view the product numbers covered by each qualification.
Reviewing the requirements

The requirements grid includes information technicians can use to complete the Service Qualification.

The green tabs are the active tabs you are currently viewing. Click the grey & green links to navigate between the requirements.
Reviewing the requirements - Service qualification notes

The “Service Qualification notes” section includes information about the qualification & overview of the requirements.
Reviewing the requirements - View prerequisite

The “View prerequisite” section includes information on any prerequisites.

*Note: Requirements can be completed in any order; however, we suggest completing the prerequisite first as many of the core requirements build on the knowledge obtained through completion of a prerequisite.*
Reviewing the requirements - View core requirements

The “View core requirements” section includes information on the exams, courses, etc.
Reviewing the requirements - Supporting courses

The Supporting Courses section includes the course name, course ID number, and delivery method. Click the course ID number link to access the course.
Reviewing the requirements - Required course/ exam

The requirement section includes information on the requirements.

- For exams, click the exam number to access the exam datasheet, click the exam registration link to access the Prometric website.

- For courses, click the course number to access the course.
Reviewing the requirements - View or print all requirements

You can view all requirements on one printable screen by clicking the “View or print all requirements” link.
Completing training

To access HP training courses, follow the links under “Supporting Courses” on the requirements grid.

To access additional training, students can access HP’s Training website: www.hp.com/go/training
1. For Service courses, click “Service & Support training” on the left menu.
2. Follow the links to view the complete course listing, view by category, or go to the HP Partner Portal for additional training course offerings.
3. Review the course datasheet for information course length, how to register, products covered by the training, and any prerequisites you will need to complete prior to course attendance.

Web-based training courses are available on the HP Learning Center: www.hp.com/go/onlinelearning
1. Enter your student ID number and your last name to log in.
2. Disable any pop-up blockers.
3. Click “Available Courses” on the left menu.
4. You can change your view using the drop-down menu, including viewing by subject.
5. Choose your course from the displayed list.
6. Click “Register”.
7. Go to your list of registered courses by clicking “Registered” on the left menu.
8. Click the course name to view the course datasheet that provides you with the description of the course and estimated duration of the class. Click “Start” to begin the course.
Completing exams

To access HP exams, follow the links on the requirements grid.

HP exams that begin with “HP2” or “HP3” are internet-based exams. To access these exams, student can access Prometric’s internet-based testing website http://ibt.prometric.com/hponline-americas.

If you have registered for HP exams in the past, click “Secure Sign-In” at the bottom of the screen to login.
1. Follow the screens, agreeing to the privacy notice and verifying / updating your personal information

If you have not registered for HP exams in the past, click “First-time Registration” at the bottom of the screen.
1. The first screen will ask for your Prometric ID. If you have not registered for Prometric exams, leave the field blank
2. Under the “Select a Test Provider or Program” drop-down, select the HP2 or HP3 option and click “Continue”
3. Follow the screens, agreeing to the privacy notice and entering your personal information

After logging in:
1. Click “Take Test” from the Main Menu
2. Select a Test Sponsor. Under the Public Tests section, select the HP2 or HP3 option. Click “Submit”
3. Choose the test from the list, confirm your test selection, and then click “Take This Test!”
4. Unless you have an exam voucher, leave the Promotions/ Vouchers field blank and click “Continue”
5. Enter your payment information (Visa, MasterCard, American Express) and click “Preview”
6. Confirm payment and begin the exam

HP exams that begin with “HP0” or “HP1” are delivered at your local Prometric testing center. To register for these exams, go to www.2test.com.
Viewing your history

Once you have obtained a Service Qualification, you can register for the HP Certified Professional members’ site:

1. Go to www.hp.com/go/certification/americas
2. Click “Newly certified? Click here to create a login account”

How do I... view my history?
Once you have created your login, allow the system two (2) days to update. You can then logon to view your certification/exam history. Your Service Qualification history will also be displayed.

How do I... access my Accredited Platform Specialist (APS) electronic certificate?
Go to http://www.swjdallas.com/hpcp/hpcpcerts and login using the login created for the members’ site.

How do I... reset my password?
1. If you have forgotten your password for the members’ site, enter your HP student ID number in the Username field
2. Click the word “Password” under “Forgot Username or Password?”
3. Your password will be reset and emailed to the email address on file within 30 minutes.
Questions related to Services certification, training, and service qualifications can be directed to Business Center Operations:

Phone: 1-800-544-9976, enter your ID, speak “Business Center Operations”

Email: PartnerSupportCenter@hp.com
or
HPPS.Certification@hp.com

Fax: 1-832-487-1845