



HP Education Services

**Training to help you prepare for HP ExpertONE ProLiant and Cloud Certification Exams**

## **Start your HP ProLiant/BladeSystem and Cloud Certifications path here**

**To Prepare and Register for HP Education Customer Training courses**

### **THREE step process:**

#### **1. First attend HP Training:**

a) Select HP Education Customer offered training at:

<http://www.hp.com/education/sections/proliant.html>

- ProLiant/Blades/Cloud Certification at: <http://www.hp.com/education/sections/proliant-courselist.html#hpcertified>
- Full Cloud Curriculum Path at: <http://www.hp.com/education/currpath/cloud.html>

b) To Purchase and Register:

Call **1-800 HPCLASS** i.e. (1-800-472-5277 (US) or 1-800 563-5089 (Canada))

#### **2. Next, obtain HP Learning Center Access and Learner ID**

**3. Then register for and take the relevant HP ExpertONE Certification Exam at:** <http://www.pearsonvue.com/hp/>

---

### **Frequently Asked Questions:**

#### **STEP 1) Attend Training:**

*Question:* Which HP ExpertONE ProLiant & BladeSystem Certification exams are available to customers and which training courses will help one prepare for these HP ExpertONE Certification exams?

The HP ExpertONE Certification program offers a number of ProLiant, HP BladeSystem, Cloud, Virtualization and Converged Infrastructure related certifications for customers, self-maintainers, HP partners and HP employees. A list of certifications, and HP Education Courses and curriculum paths that customers can attend to prepare for the exams, are available on:

<http://www.hp.com/education/sections/proliant-courselist.html#hpcertified>  
<http://www.hp.com/education/sections/cloud-courselist.html#cloudcert>

Review the list of available certifications and determine which exam you wish to pursue. Note that the chart only lists certifications recommended for customers; a number of additional classes and certifications are

available to authorized HP Channel Partners. Visit HP's ExpertONE Certification or Partner Portal to learn more about those courses.

View the course datasheets and course schedules at :  
<http://www.hp.com/education/sections/proliant.html>

Select appropriate course, date and register for the training course by contacting:

Online Web Registration: <http://www.hp.com/education/registration.html>

Fax Registration Form: <http://www.hp.com/education/briefs/faxregister.pdf>

Or Call Customer Registration Center: **1-800-472-5277 (US)** or **1-800 563-5089 (Canada)**

HP does not require candidates to attend training courses before taking the certification exams. However, Training is a highly recommended first step in the certification preparation process. Before taking a certification exam, candidates should also read the relevant manuals and documentation described in the exam preparation guide and accumulate significant hands-on administration experience.

## **STEP 2) Obtain HP Learning Center access and HP Learner ID:**

Question: What is an HP Learner ID?

An HP Learner or student ID is a personal ID number assigned to you by your HP regional certification or training office. The Learner ID acts as your secured entry point into the valuable world of HP training and certification! This unique ID, which is personally assigned to you and is associated with your certification and training history and determines your benefit entitlement.

Question: How do I obtain or retrieve my HP Learner ID?

The process for obtaining or retrieving your student ID varies from region to region. For latest information, contact your local certification or training office within your region.

In order to register for a certification exam, you must obtain an "HP Learning Center User Login" and a "Learner ID".

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.

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

<http://www.hp.com/education/sections/proliant-courselist.html#hpcertified>

<http://www.hp.com/education/sections/cloud-courselist.html#cloudcert>

HP Education-Customer Steps to HP ExpertONE Certification: Created May, 2012

HP Customer Education does not manage the HP Learning Center Portal, the Learner ID database, the associated registration processes, or the certification exams.

If you have questions or concerns, please contact the HP Learning Center Support Center at the numbers listed below:

US Partners (English calls)  
HP Partner Support Center, 1-888-629-6914, Option 2  
Monday – Friday, 9:00 a.m. – 8:00 p.m. (EST)  
Canadian Partners (English and French calls)

### **STEP 3) Sign up for Exams and Testing:**

Effective February 1, 2012, HP ExpertONE certification exams are delivered by Pearson VUE

Question: [How do I register for the HP ExpertONE Certification Exams?](#)

Select an exam location, date, and time on the Pearson VUE website.

<http://www.pearsonvue.com/hp/>

**Please Note:** Test takers will not be able to schedule an HP ExpertONE exam without first obtaining a valid HP Learner ID and creating/activating their profile within the [Testing Portal](#)

<<http://www.pearsonvue.com/hp/testingportal/>>

Pricing Update: [http://www.pearsonvue.com/hp/hp\\_pricing\\_update.pdf](http://www.pearsonvue.com/hp/hp_pricing_update.pdf) Typical costs for:

- Exams starting with HP0-xxx = \$200 USD for each exam.
- Exams starting with HP2-xxx = \$100 USD for each web based exam

See the Pearson website for most current information regarding pricing, locations, cancellation, and re-take policies.

### **Steps to Purchase Exam Vouchers:**

<http://www.pearsonvue.com/hp/Steps to Purchase a Voucher Within HP Voucher Store.pdf>

Question: [What materials do I need to take to the test center on the day of my test?](#)

Typically you are asked to bring two forms of identification, including one government-issued photo identification. Some testing programs may have additional requirements. The items you are asked to bring differs for each test program. You will receive a confirmation email with program-specific information.

Question: [How early should I arrive at the test center on the day of my test?](#)

Typically you are asked to arrive at the test center 15-30 minutes prior to your scheduled appointment time. This extra time will give you an opportunity to check-in and to relax prior to beginning your test. The amount of time you are asked to arrive at the test center before your scheduled appointment time differs for each program. You will receive a confirmation email with program-specific information.

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

<http://www.hp.com/education/sections/proliant-courselist.html#hpcertified>

<http://www.hp.com/education/sections/cloud-courselist.html#cloudcert>

HP Education-Customer Steps to HP ExpertONE Certification: Created May, 2012

Question: [When can I expect my test program to receive my test results?](#)

Pearson VUE is required to submit test results to your testing program within 24-72 hours of its completion.

Question: How do I locate a Pearson VUE Test Center to schedule my HP ExpertONE Certification EXAM: Go to

<http://www9.pearsonvue.com/Dispatcher?application=VTCLocator&action=actStartApp&v=W2L&cid=732>

**If you have additional questions about the Exams, visit the Pearson VUE web site:**

**<http://www.pearsonvue.com/hp/>**

#### Additional Frequently Asked Questions:

Q. How long will it take to get HP Learner ID 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](http://www.hp.com/certification/assist_kit/) <[http://www.hp.com/certification/assist\\_kit/](http://www.hp.com/certification/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.

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

<http://www.hp.com/education/sections/proliant-courselist.html#hpcertified>

<http://www.hp.com/education/sections/cloud-courselist.html#cloudcert>

HP Education-Customer Steps to HP ExpertONE Certification: Created May, 2012