Hewlett Packard Enterprise

Accessing and using The Learning Center — Frequently Asked Questions

This document is for students who are employed by Hewlett Packard Enterprise channel partners, students who are customers of HPE products and solutions, and individuals interested in HPE certification and training. It does not apply to HPE employees.

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 page on hpe.com at http://certification-learning.hpe.com/tr/assist_kit/index.html.

Select the information based on your relationship to HPE.

Your HPE Learner ID

Q. How can I find my HPE Learner ID?

A. After your HPE Learner ID has been issued, your HPE Learner ID will appear under the page title on each page of the My Learning Portal. You can also request that your HPE Learner ID be sent to you by email by completing the HPE Learner ID lookup form.

Learning history and transcript

Q. How can I find my learning history?

A. Log into The Learning Center and click on the "Me" tab on the upper left-hand corner to view your learning history. To export and/or print your learning history, go to the left-hand navigation bar and select "Analytics."

Profile

Q. How do I update my learner profile?

A. Contact Partner Ready Portal support. Visit the Partner Ready Portal sign-in page at partner.hpe.com and click the "Get Support" icon on the right edge of the screen. Profile changes will be reflected in The Learning Center within two business days.

Q. I may have multiple accounts. How can I merge the accounts?

A. Contact Partner Ready Portal support. Visit the Partner Ready Portal sign-in page at partner.hpe.com and click the "Get Support" icon on the right edge of the screen.

Exams

Q. How do I register for and take certification exams with Pearson VUE?

A. Certification exams may be taken by registering at the Pearson VUE website at pearsonvue.com/hpe. Once registered, visit the Candidate Landing Page to purchase and schedule proctored and Web-based exams. Be sure to have your Learner ID when registering so that results can be applied accurately to your transcript.

Q. How long do I have to wait for the exam results to appear on my HPE learner transcript?

A. Successfully completed exams will be loaded into The Learning Center within three business days.

Search or browse

Q. How do I find certifications, certification training, and certification exams?

A. For best results searching or browsing for certifications, go to the "View all certifications" page at certification-learning.hpe.com/tr/certifications.

To search or browse certification training, visit the "View all certification training courses" page at certification-learning.hpe.com/tr/courses.

To search or browse exams, visit the "View all certification exams" page at certification-learning.hpe.com/tr/exams.

Each of these pages offers a variety of browsing methods and makes it easy to find more information about the certification, certification training course, or certification exam in which you may be interested.

HPE Partner Ready Certification and Learning program benefits

Q. Where can I find a summary of the HPE Partner Ready Certification and Learning program benefits?

A. Visit the "Benefits" page at http://certification-learning.hpe.com/tr/benefits.html. Many of the Partner Ready Certification and Learning program benefits are available in the My Learning Portal at MyLearningHPE.com (login required).

Q. Where can I obtain my e-Certificates, ID cards, and level insignias for certifications I hold?

A. Downloadable, print-ready versions of e-Certificates, ID cards, and level insignias are available on the My Learning portal for all certifications that show as "Acquired" in The Learning Center. For e-Certificates and ID cards, visit MyLearningHPE.com/hpcpbenefits/certs.aspx.

For level insignias, visit MyLearningHPE.com/hpcpbenefits/logos.aspx.

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