



HPE Education Services Learning Portal FAQ

In this document, we have compiled the most often asked questions from users of our learning portal. These questions and answers should address many of the questions you may encounter with the learning portal.

If none of our answers resolves your issue, you can contact us directly via one of these two options:

1. If you have questions about courses, including, course content, prices, availability, or if you need assistance registering, visit our [Contact us](#) page and find your country or the country nearest to yours. Send us a message or call directly using one of the phone numbers listed.
2. For technical issues including issues with your login, the HPP account, browser issues, problems with launching an e-learning course or participating in a VILT course, please contact our technical support using one of the numbers at the end of this document. Local language support is available for some countries. You can also send an email if you prefer.

Online account and profile information

Question: *How do I create an online account and what is “HPP”?*

Answer: For creating an online account for the new HPE Education Services online portal, we utilize “HP Passport” (HPP). This is HPE’s single sign-in service that lets you use one username and password to access a number of online services from Hewlett Packard Enterprise. If you have an existing HPP account you can use it to also authenticate yourself to the HPE Education Services portal. If not, you can create a new profile and use this to also access other Hewlett Packard Enterprise services. Please use the login link for this. Also note that you need to validate your email address before you can use your account with the HPE Education Services portal. For this purpose we will send an email to you with a validation link. Once you have clicked on that link, your new account is ready to use.

Question: *I have an existing HPP account, why do I need to provide my address information again in the HPE Education Services online portal?*

Answer: Even though we utilize the HPP username and password for authentication, the HPE Education Services online portal maintains its own address and billing information for you. That allows you to enter information that is specific to your training needs. Only your first name, last name and email address will be copied over from your HPP account and can also only be changed via the HPP login screen. All other information is maintained via the “My training profile” link in the *About my account* menu.

Question: *How do I change my first name, last name, and email address?*

Answer: Since your first name, last name and email address are the link between your HP Passport account and your HPE Education Services portal profile, they can only be changed in HP Passport and are set to read-only in your training profile. Please go to your training profile and use the “My HP Passport profile” link in the *About my account* menu to modify these. The new values will then automatically be copied to your training profile.

FAQ Categories

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Question: *I just created a new account but there is already data in it. I just created a new account but I took a course before and expected to be able to see my training history in the new account. What happened?*

Answer: Maybe you registered for a course some time ago. If you create a new account, we take your first name, last name and email address and search for them in our database. If there is a match on all three we assume that this is you and pre-populate your new account with the address information and your course history that we have stored. This allows you to access information on your previous courses. If, however, we have you on file with a slightly different name or email, this link will not be created automatically. If you think we should have data about you but it does not show up in your new account, contact us via the [Contact us](#) page and we may be able to recover your information.

Question: *Is my user name always my email address?*

Answer: When you first create your HPP account, your email address will also be your username. However, from that point on they are two different values. If you change your email address at a later time in HPP, you may also want to change your username to the same value or you can give yourself a username different from your email address. Both can be individually changed via the HPP login screen or the "My HP Passport profile" link in your training profile.

Question: *What do I do if I forgot my password?*

Answer: When you are on the HP Passport login screen, there are links to help you recover your username and/or your password. If you forgot you need to type in your email address and a mail will then be send to you with a link that allows you to reset your password. If you have more than one email address and you can't remember which one you used, you can connect with us via the [Contact us](#) link.

Finding the right course

Question: *What are my default search results?*

Answer: Initially we will show you all the ILT events in your country plus all VILT offerings in your region. If you came from an HPE Education Services home page that is shared by more than one country, you will see all ILT courses from all of these countries. You can then unselect countries whose events you are not interested in and click the "update" button to refresh the search results. You might also see more than one price for VILT offerings. Once you have logged in, pricing will only be shown to you in your currency and for your country. Note that ILT courses are always priced in the local country's currency.

Question: *How can I change my search results?*

Answer: With the help of the *Narrow by* filter menu on the right side of the search results, you extend the search to other countries and/or filter your results on certain criteria. To do this, check the criteria for your search and press the "update" button. Note that, while you will always see the ILT courses of only those countries that you selected, by default you will also always see all VILT courses offered for your region/time zone, no matter which countries are offering them. But you can filter these out by using the "Delivery Type" and/or "Language" filters.

Question: *My search results are empty or I cannot find what I am looking for, what do I do now?*

Answer: If your search results come up empty, please check your search criteria first, especially the "Delivery Types", "Languages" and "Months" settings. Not every course is being delivered in every form in every month. Or, courses could already be fully booked. However, if you really cannot find an option that works for you, please contact us directly via the [Contact us](#) page in the learning portal. We might be able to schedule an additional event or find some other solution to address your training needs.

Pricing and purchasing

Question: *I see different prices and currencies (or no price). How does pricing work?*

Answer: Pricing depends on the type of course. For an Instructor-Led Training (ILT) you will have to travel to the place of delivery. In this case, you pay in the country of delivery the local price in local currency, no matter where you live. So, depending on the filter settings you might see a price being displayed in a currency other than your own.

For a Virtual Instructor-Led Training (VILT) or a self-paced (e-learning) training, you consume the course in your own country, no matter which country is providing and organizing the course. In this case, you pay in your home country. So these courses will always be priced in your own currency. Notice that we can only determine your home country accurately once you have logged in. If you have not yet logged in, we make an assumption based on the country home page from which you started your search. If that is a multi-country home page, you might see multiple prices. Please log in to make sure you see the price that really does apply to you.

If you don't see any price or a message to call us, please use the [Contact us](#) link to determine the correct price.

Question: *Why is a schedule price missing?*

Answer: This means that the system could not find a valid price for your country/currency. Please use the [Contact us](#) page to call and ask about this course.

Question: *Are taxes included?*

Answer: Taxes are not included at the time of registration. Taxes will be presented once you receive a Hewlett Packard Enterprise invoice and final payment is completed.

Question: *Can I register without paying?*

Answer: You have the option to create a registration without selecting a payment method for that registration. In this case, you would choose the payment method option "Will Advise". A Hewlett Packard Enterprise Representative will contact you to complete your registration.

Question: *What happened to the Education Care Packs?*

Answer: We still offer the convenience of prepaid training in both monetary and unit values. They just have a new name. The new standard term for these agreements (formerly Care Packs) are "Training Credits". There is no change to the expert training available to you and there is no change to your credit balance. The Training Credits name supports our new Hewlett Packard Enterprise business.

Question: *What are Monetary Training Credits?*

Answer: There are two types of monetary prepaid agreements that can be purchased in advance for training. Some agreements are called Training Credits and some are support agreements. The commonality between these agreements is that the consumption is tracked in monetary currency. To find how to purchase Monetary Training Credits and support agreements, please contact your country via the [Contact us](#) page.

Question: *What are Unit Training Credits?*

Answer: There are a variety of prepaid agreements that can be purchased in advance for training. In this instance, the consumption is tracked in units rather than monetary currency. In some cases one day of training equals one unit (per person). These credits can also be used for offerings that are not 'day based'. For example, subscriptions and WBTs. To find out more about Training Credits and how to purchase them, please contact your country via the [Contact us](#) page.

Question: *What if my Training Credits balance doesn't cover the total cost?*

Answer: If you have a Training Credits agreement that doesn't have sufficient funds/units to cover a registration order, you will need to contact HPE Education Services directly via the [Contact us](#) page to complete your registration.

Question: *How do I get a copy of the Invoice?*

Answer: Invoices will be sent to your billing address. Invoice copies can be emailed upon request.

Question: *When will my Credit Card be charged?*

Answer: Unless otherwise requested, credit cards will be charged the week of, or week prior to your training class.

Question: *I am a Hewlett Packard Enterprise employee, can I use my corporate card to pay for training?*

Answer: No. Hewlett Packard Enterprise Employees are funded internally so you must select "Location Code" as your Method of Payment unless otherwise directed.

eLearning system requirements

Question: *What are the eLearning system requirements?*

Answer: You should have the latest web browser installed and pop-up blockers should be removed to display the content.

Registration

Question: *How do I register a group of attendees?*

Answer: If you need to register a group of attendees, please contact HPE Education Services directly via the [Contact us](#) page to create a bulk registration.

Question: *How do I cancel a registration?*

Answer: If you want to cancel a registration, you will need to contact HPE Education Services directly via the [Contact us](#) page to complete the cancellation.

Question: *Can I register for another person?*

Answer: If you would like to register another person, please contact HPE Education Services directly via the [Contact us](#) page for assistance.

Question: *I registered for an eLearning class, when will I have access to launch the course?*

Answer: As soon as the payment information has been validated or charged in the case of a credit card, Hewlett Packard Enterprise will send a notification with a link to your purchased course.

Subscriptions

Question: *What is a subscription (for now WBT only)*

Answer: A subscription is a way to get access to a collection of eLearning (WBT) courses in one single purchase. Once purchased, following payment verification the user receives an activation key which must then be entered in the user's profile in order to get access to the courses within the subscription.

Question: *Can I purchase a subscription and let someone else use it?*

Answer: Yes. The "purchaser" and the "learner" doesn't need to be the same person. The entitlement in the Learning Portal is only based on who has the activation key.

Question: *How do I select and take courses from my subscription?*

Answer: First, the subscription needs to be activated. You can "activate" the subscription by adding the key received in email in the appropriate search field in the Learning Portal profile, under the 'Subscriptions'-tab.

Once activated, a list of courses will appear underneath the search box. Next to each course in this list will be a 'register' link. Clicking this link will bring the user to the register screen which allows the user to add the course to their profile, one at a time.

Question: *Why isn't my newly purchased subscription listed on my subscription tab?*

Answer: Subscriptions do not show up automatically on the subscription tab, as they need to be activated to appear. Users will only receive the key when payment has been verified, and the subscription registration (visible on the Current Registrations tab) has a CONFIRMED status.

Technical support

Email support: [Contact the service desk](#)

Phone support:

United States	1-800-248-9704
Canada	1-800-248-9704
Australia	1800 663 058
Austria	0800 070 314
Belgium	080081588
Denmark	80 25 16 71
Finland	0800 417 437
France	0800 91 05 53
Germany	0800 4556573
Japan	0066-33-132477
Mexico	01-844-267-1073
Netherlands	0800 273 2014
Norway	800 56 911
Singapore	800 120 4753
Switzerland	0800454646
Sweden	020 100 403
U. Kingdom	0808 234 1092

Local language support: To talk to an agent in a listed language, press the number corresponding to that language when prompted.

- 1 English
- 2 Português
- 3 Español
- 4 Français
- 5 中文 (繁體)
- 6 中文 (简体)
- 7 Český
- 8 Deutsch
- 9 Ελληνικά
- 10 Magyar
- 11 日本語
- 12 한국어
- 13 Polski
- 14 Русский
- 15 Italiano
- 16 Indonesian Bahasa
- 17 ภาษาไทย
- 18 Việt
- 19 Dansk
- 20 Nederlands
- 21 Norsk
- 22 Svenska