



HP Education Services Portal FAQ's

Please review the list of “frequently asked questions” in this document.

Here we have compiled the most often asked questions that users of our learning portal have. Most of the time one of the answers should help you.

If none of the topics below answer your question or solve your problem, you can also contact us directly via one of these two options:

1. 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 through 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 via one of the numbers at the end of this document. Local language support is available for some countries. You can also send a mail if you prefer.

Help/FAQ Categories

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

Answer: Even though we utilize the HPP username and password for authentication, the HP Education Services 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 e-mail 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 “Training profile” link.

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

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

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.

Answer: Maybe you registered for a course some time ago. If you create a new account, we take your first name, last name and e-mail 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. So you can access information on your previous courses. If, however, we have you on file with a slightly different name or e-mail 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 can maybe recover your information.

Question: Is my user name always my email address?

Answer: When you first create your HPP account, your e-mail address will also be your username. However, from that point on they are two different values. If you change your e-mail 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 e-mail address. Both can be individually changed via the HPP login screen or the HP Passport link in your training profile.

Question: 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 our e-mail 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 e-mail address and you can’t remember which one you used, you can call us via the “[Contact us](#)” link.

Finding the Right Course

Question: What are my default search results?

Answer: Initially we will show to you all the ILT events in your country plus all VILT offerings in your region. If you came from an HP 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 ITL courses are always priced in the local countries currency.

Question: How can I change my search results?

Answer: With the help of the 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 you check the criteria for your search and press the “update” button. Note that, while you will always see the ILT courses of the 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” & “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 do 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.

However, if you cannot find any events at all for a certain country or only VILT events from other countries, it might be that we have not yet activated the new HP Education Services portal for that country yet. We expect to finish that process by March 2015. In this case you should go directly to the homepage of that country and directly check the schedules on their portfolio pages. Again you will find the link on the “[Contact us](#)” page.

Pricing & Purchasing

Question: I am seeing 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 that you started your search on. 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 creation. Taxes will be presented once you receive an HP invoices and final payment is completed.

Question: Can I register without paying?

Answer: You do have the option to create a registration without selecting a payment method for that registration. Your payment method option to choose would be "Will Advise". An HP Representative will contact you to complete your registration.

Question: What is an HP Care Pack Monetary/Agreement?

Answer: There are a variety of prepaid agreements that can be purchased in advance for training. Some agreements are called HP Care Packs and some are support agreements. The commonality between these agreements is that the consumption is tracked in monetary currency. This is also known as "Total Education Care Pack". To find out more about Care Packs and how to purchase them, please contact your country via the "[Contact us](#)" page.

Question: What is an HP Care Pack Unit/Agreement?

Answer: There are a variety of prepaid agreements that can be purchased in advance for training. The consumption of these types of agreements are tracked in units rather than monetary currency. In general, one day of training equals one unit (per person). This is also known as “Day Rate Care Pack”. To find out more about Care Packs and how to purchase them, please contact your country via the “[Contact us](#)” page.

Question: My Care Pack doesn't cover the total cost.

Answer: If you have an HP Care Pack agreement key that doesn't have sufficient funds/units to cover a registration order, you will need to contact HP Education Services directly via the “[Contact us](#)” page to complete your registration.

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 HP 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 register, you will need to contact HP 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 HP Education Services directly via the “[Contact us](#)” page for assistance.

Technical support

- **E-mail support:** Contact the service desk
- **Phone support:**
 - Australia 1800 663 058
 - Austria 0800 070 314
 - Belgium 080081588
 - Canada 1-888-351-4732
 - 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 한국인
 - 13 Polski
 - 14 Русский
 - 15 Italiano
 - 16 Indonesian Bahasa
 - 17 ภาษาไทย
 - 18 Việt
 - 19 Dansk
 - 20 Nederlands
 - 21 Norsk
 - 22 Svenska