

**Smarter technology for all**

# **NA AWSPs Curriculum**

NA Warranty Channels Support Team – May 2025

**Lenovo**

# Lenovo Training Site Access

Lenovo Learning site link



<https://learning.lenovo.com/learn/signin>

If you are a **new user**, you must have received an email called “**Welcome to Lenovo Training Solutions**” from the Lenovo Partner Network team. Using the information provided, please login to the training site.

If you are **NOT** a new user, the **User to login is your email address**, and the password must have been created by you, but if you don't remember it, please click on forgot password to reset it.

Once the page opens click on  
**AWSP Training**



Lenovo LEARNING

Search content in the platform

NA Service Engineer Education 2023

## NA Service Education

The 2023 Service Provider exam is here!  
Authorize for the first time or re-authorize to be up-to-date on the latest learning available.

AWSP Training

Continuing Education

Product Education

NGSP Resources

New Courses (optional)

BADGES LEADERBOARDS

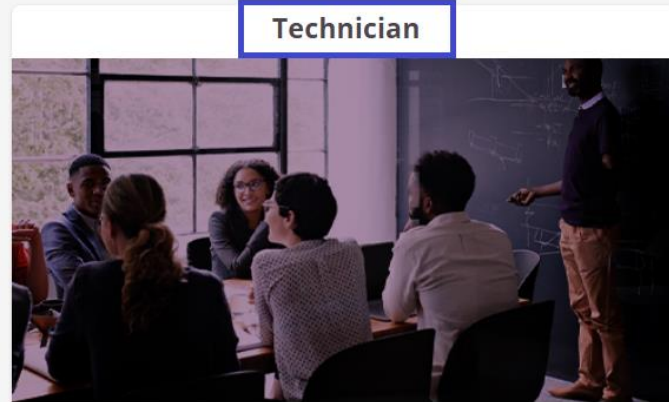
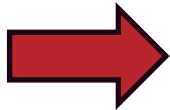
Your Last Awarded Badges

# Courses by role

**Courses are divided by role.** Your organization must have assigned you a role that will determine the mandatory courses to complete. **We have 2 main groups: Technician & Administrative roles.** Once you access the training site, please go to the section based on the role assigned to you

## Courses for Technician roles:

- ASP Technician
- Service Technician



Welcome to the Lenovo Technician Training. Below you can find courses based on your status. If you are New technician for Lenovo, you will see that we indicate the mandatory courses to become authorized to repair Lenovo machines and to place parts orders in our NGSP portal. We strongly recommend taking the "highly recommended" courses if your organization supports Chromebook devices and your customers have purchased ADP (Accidental Damage Protection). These 2 courses will keep you up to date and guarantee your compliance with Lenovo requirements. If you are an existing technician working on a re-certification, you will go directly to take an exam to again validate your technical and program knowledge. We insist that you only take the "highly recommended" again, if your organization is supporting Chromebooks as updates could have been made since you last took the course.

### New Tech Mandatory Learning Plan

Options

### Existing Tech Mandatory Learning Plan

Preview

Enroll

### Recommended Learning Plan

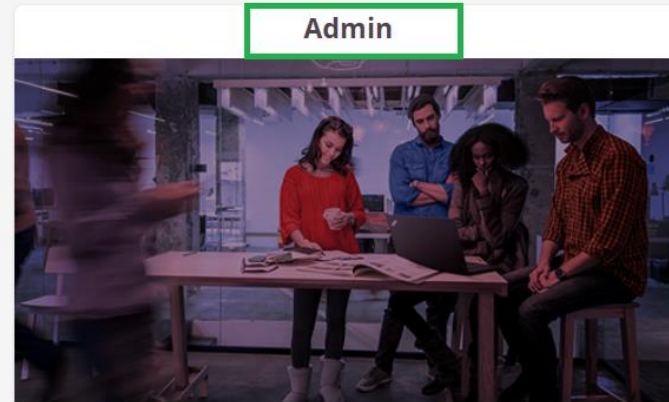
Preview

Enroll

### Highly Recommended Learning Plan

Preview

Enroll



Welcome to the Lenovo Admin courses. These learning plans are designed to educate you on how to properly use the NGSP portal. Lenovo expects and believes it is critical that our Authorized Warranty Service Providers understand the "end to end" of a work order creation based on the warranty program rules. We recommend that you to especially focus on the order codes, parts selection, entitlement check, and how to close the work orders properly. These are key steps in the process of submitting work orders that will save you time by making this process smooth and efficient for your organization.

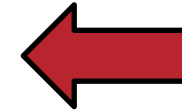
### Admin Mandatory Learning Plan

Preview

Enroll

## Courses for Admin roles:

- ASP Admin
- ASP Admin Level 2



## IMPORTANT:

1. Go to the title that best describe your status.
2. Please notice the two buttons "Preview & Enroll" **Click on Enroll ONLY** if you are going to enroll in the Course and complete it, otherwise **click on Preview** just to see which courses are included in the Learning plan

# Administrative roles – Mandatory courses

- **RWST106 - Service Support Guide Assessment (1h)**
- **CPRW161 - Admin information and functions - Exam (30m)**
- **RWSW239 - Accidental Damage Protection (1h)**
- **CPRW168 - NGSP cases - Exam (covers courses below) (30m)**
  - CPRW151 - NGSP Intro & Basic Navigation (30m)
  - CPRW152 - NGSP – Cases (30m)
  - CPRW153 - NGSP – PD Features (30m)
  - CPRW155 - NGSP AWSP Bath Uploads (30m)
- **CPRW169 - NGSP work orders - Exam (covers courses below) (30m)**
  - CPRW156 - Next Generation Service Portal Security and Access (30m)
  - CPRW158 - NGSP- Work Orders (30m)
  - CPRW162 - NGSP- Service Management Entities (10m)
  - CPRW164 - NGSP- Reports and Dashboards (30m)
  - CPRW165 - NGSP- DOA Work Orders (30m)

NGSP is our warranty service portal. These sets of courses will teach you how to use it properly.

# Technician roles' courses


There are 2 different roles for technicians:

- ❖ **Service Technician** - wants to repair machines but **does not have access** to the service portal.
- ❖ **ASP Technician** - wants to repair machines and **has access** to the service portal.

## Service Technician role courses (NO ACCESS TO SERVICE PORTAL)



**New Tech (without Service Tool Access)**



The NA AWSP Mandatory Learning Plan for new Technicians (USERS) is a comprehensive set of courses that are mandatory for all ASP technicians. This learning plan covers a variety of topics and provides essential knowledge to enhance the performance of technicians and introduce you to the Service Partner Portal's basic navigation, takes you through how to create a case, including using the PD features. You will learn about AWSP and DOA work orders.


**Mandatory Training for New Service Tech Learning Plan  
(without Service Tool Access)**

[Preview](#) [Enroll](#)

## ASP Technician role courses (WITH ACCESS TO SERVICE PORTAL)



**New Tech (with Service Tool Access)**



The NA AWSP Mandatory Learning Plan for new Technicians is a comprehensive set of courses that are mandatory for all service technicians. This learning plan covers a variety of topics and provides essential knowledge to enhance the performance of service technicians. It is necessary to complete all NGSP courses and exams, along with CSW21Y - Lenovo Diagnostics and RWSW206r2 - System Board Service prior to attempting the Warranty Service Authorization Exam, since questions from all courses will appear in the Authorization exam.

**Mandatory Training for New Service Tech Learning Plan  
(with Service Tool Access)**

[Preview](#) [Enroll](#)

# Technician Roles - Mandatory Courses

## ASP Technician (WITH access to Service portal)

**RWST106\*** - Service Support Guide Assessment (1h)

**CSWi21Yr2\*** - Lenovo Diagnostics (1h)

**RWSW206r3\*** - System Board Service (55m)

**RWSW239\*** - Accidental Damage Protection (1h)

**RWST217 - Warranty Service Authorization Exam - 2 options**

**Option 1** – go directly to take the exam (30m)

**Option 2** – take all the courses of the curriculum or just a few of them before taking the exam (*details on next slide*)

**CPRW161 - Admin information and functions- Exam (30m)**

**CPRW168 - NGSP cases - Exam (covers the courses below) (30m)**

- CPRW151 - NGSP Intro & Basic Navigation (30m)
- CPRW152 - NGSP – Cases (30m)
- CPRW153 - NGSP – PD Features (30m)
- CPRW155 - NGSP AWSP Bath Uploads (30m)

**CPRW169 - NGSP work orders - Exam (covers the courses below) (30m)**

- CPRW156 - Next Generation Service Portal Security and Access (30m)
- CPRW158 - NGSP- Work Orders (30m)
- CPRW162 - NGSP- Service Management Entities (10m)
- CPRW164 - NGSP- Reports and Dashboards (30m)
- CPRW165 - NGSP- DOA Work Orders (30m)

*\*Must be completed to unlock course/exam RWST217*



## Service Technician (NO access to Service portal)

**RWST106\*** - Service Support Guide Assessment (1h)

**CSWi21Yr2\*** - Lenovo Diagnostics (1h)

**RWSW206r3\*** - System Board Service (55m)

**RWSW239\*** - Accidental Damage Protection (1h)

**RWST217 - Warranty Service Authorization Exam - 2 options**

**Option 1** – go directly to take the exam (30m)

**Option 2** – take all the courses of the curriculum or just a few of them before taking the exam (*details on next slide*)

# Lenovo Services Certification Process – Technicians only

**Exam RWST217 (RA-Service)** - The technician has **two options**:

**Option 1** – If you are an experienced technician, you can go directly to take the exam (30m). No restrictions on the number of attempts to complete it, and you can always have the option to take some of the courses of the curriculum if you need to.

We strongly advise to take the “Highly recommended” course for all technicians' roles”

**Highly Recommended for all technicians**

**TPW11E0r2 - Lenovo Chromebook Service – RMA SHIM (1h)**

**Option 2** – If you need to refresh some of your technician knowledges, you can take the entire curriculum (shown below) or just a few before taking the exam.

- **RWSW227** – The Lenovo Story (12 minutes)
- **RWSW228** – Lenovo Customer Service for Service Technicians (30 minutes)
- **RWSW105r2** – Lenovo Customer Experience for Servicers (45 minutes)
- **CPSW319** – Handling Difficult Customers (30 minutes)
- **RWSW221** – Lenovo Commercial Portfolio (45 minutes)
- **RWSW223** – Lenovo Consumer Portfolio (45 minutes)
- **RWSW224** – Lenovo AR/VR Smart Collaboration & IoT Solutions Portfolio (45 minutes)
- **RWSW225** – Lenovo Gaming Portfolio (30 minutes)
- **RWSW222** – Lenovo SMB & Education Portfolio (30 minutes)
- **RWSW237** – Lenovo Commercial Accessories Portfolio (45 minutes)
- **RWSW238** – Lenovo Consumer Accessories Portfolio (45 minutes)
- **RWSW229** – Lenovo Service (30 minutes)
- **RWSW232** – Lenovo Resources (30 minutes)
- **RWSV210r2** – Service Technicians Best Practices (90 minutes)
- **CARW230** – Troubleshooting: Scientific Method (10 minutes)
- **CARW231** – Troubleshooting: Lenovo Method (25 minutes)
- **RWSW207r2** – Operating System Recovery (15 minutes)
- **RTPW11E0r2\*\*\*** – **Lenovo Chromebook Service – RMA SHIM (60 minutes)**
- **RWSW234** – Bootbox Diagnostics and Resolute (30 minutes)
- **CSWW209** – Windows BitLocker (30 minutes)

**\*\*\* Highly Recommended**

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**Lenovo**

**thanks.**