

NA AWSPs Training Guide & Curriculum

2026 Lenovo External. All rights reserved.

Lenovo

Lenovo Training Site Access

Lenovo Learning site link

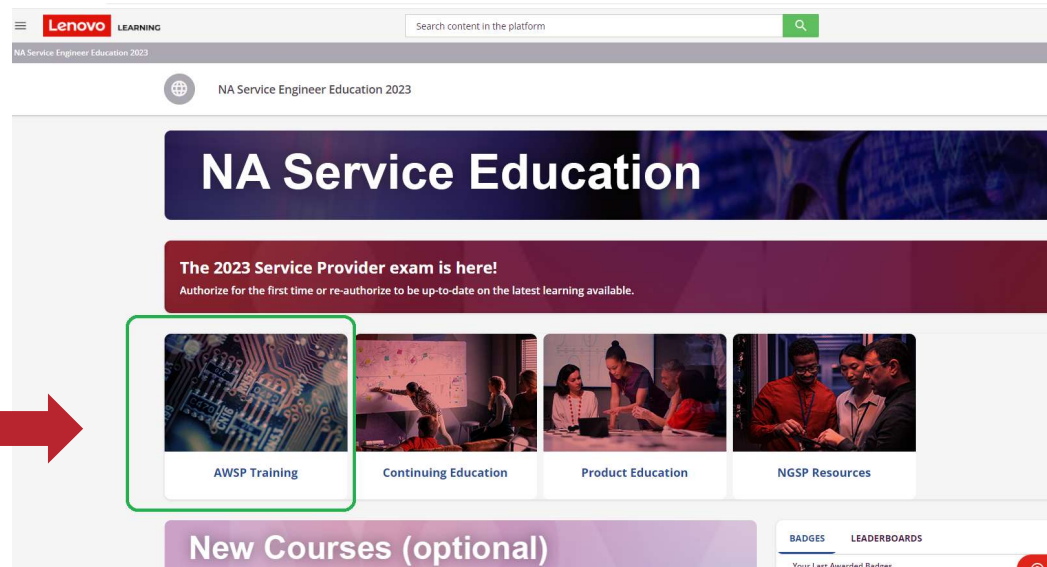


<https://learning.lenovo.com/learn/signin>

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



2026 Lenovo External. All rights reserved.

Once you have clicked on AWSP Training, you need to choose which training plan your account/company will be authorized for:

AWSP Base Warranty Authorization - choosing this plan your company will be authorized and enabled to **only** perform base warranty repairs .

AWSP Base Warranty + ADP Authorization - choosing this plan your company will be authorized and enabled to perform **both** base warranty repairs and **ADP** (Accidental Damage Protection) repairs.

❖ In the case of needing the ADP authorization later, your team must complete the **ADP course** and after that, you must contact the SMSC team to activate your location's access for placing ADP work orders.

The screenshot displays two selectable training plans. The first option, 'AWSP Base Warranty Authorization', features an image of three people in a workshop and states that it authorizes companies to perform only base warranty repairs. The second option, 'AWSP Base Warranty + ADP Authorization', features an image of a laptop with a cracked screen and states that it authorizes companies to perform both base warranty and ADP repairs. Both options include a 'Select' button at the bottom. Red arrows from the side text point to these buttons.

AWSP Base Warranty Authorization

Choosing this learning plan, your company will be authorized and enabled to **only perform base warranty repairs**. Therefore, machines entitled with ADP (Accidental Damage Protection), will be blocked in the parts portal and you will not be authorized to perform those repairs.

Bear in mind that if your company decides to start repairing machines entitled with ADP (Accidental Damage Protection), your employees enrolled in the program must take the ADP course (RWSW239). Once the course is completed you must request the enablement by contacting the SMSC (smssc@lenovo.com).

AWSP Base Warranty Authorization Learning Plans

Select

AWSP Base Warranty + ADP Authorization

Choosing this learning plan, your company will be authorized and enabled to do **both base warranty and ADP (Accidental Damage Protection) repairs**. This plan requires that your employees enrolled in the program take the mandatory course ADP course (RWSW239) in order to be granted access to perform ADP work orders. Please make sure all of your employees complete it and then contact the SMSC (smssc@lenovo.com) to enable the permission in the portal.

AWSP Base Warranty + ADP Authorization Learning Plans

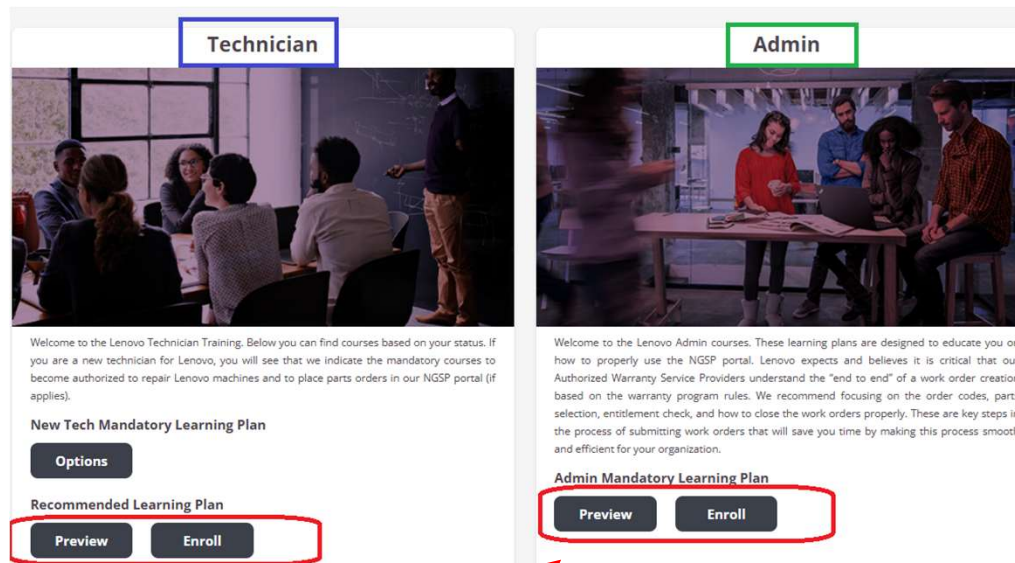
Select

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



Courses for Admin roles:

- ASP Admin
- ASP Admin Level 2



IMPORTANT:

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)**
- **RWSW239r2 - Accidental Damage Protection (1h) – if applies****
- **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.

**** Based on the training plan outlined in slide 3, the inclusion of the course **RWSW239r2 – ADP** in the list of mandatory courses will depend on the specific requirements of the selected training program.**

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)

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

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*)

RWSW239r2 - Accidental Damage Protection (1h)**

CSWW228 – Lenovo Chromebook RMA Shim (30m)***

CSWi20Y – Chromebook RSU Process (1h)***

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)

**** Mandatory only when servicing ADP entitled devices**

***** Mandatory only when servicing Lenovo Chromebooks (additional information in slides 9 & 10)**



Service Technician (NO access to Service portal)

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

RWST106* - Service Support Guide Assessment (1h)

CSWi21Yr2* - Lenovo Diagnostics (1h)

RWSW206r3* - System Board Service (55m)

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*)

RWSW239r2 - Accidental Damage Protection (1h) **

CSWW228 – Lenovo Chromebook RMA Shim (30m)***

CSWi20Y – Chromebook RSU Process (1h)***

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.



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)
- **RWSW234** – Bootbox Diagnostics and Resolute (30 minutes)
- **CSWW209** – Windows BitLocker (30 minutes)

Chromebook Repair Process – RSU Tool vs. RMA SHIM

The RSU process is the required first step for all applicable Chromebook repairs. The RMA SHIM method may only be used in cases where RSU is not supported or cannot be applied within the repair flow.

All service partners are expected to comply with this requirement to ensure consistency, security, and alignment with current service standards.

What is RSU?

The RSU process was developed by Google as a technical solution to support authorized repair centers in servicing Chromebook devices. It is Google's **preferred and recommended** repair method.

Key Capabilities

RSU enables technicians to:

- Disable hardware write protection.
- Enable Developer Mode.
- Perform essential functions such as device resets, serial number updates, and diagnostics.
- Support shimless repair workflows when available.
- Complete these actions **without opening the device**.

Requirements for Use

To use RSU, the following are required:

- An authorized RSU account.
- A Yubico RSU-enabled security key.
- A QR code scanner.
- A secondary device with internet access and the Chrome browser.

Why This Matters

Implementing RSU helps to:

- Standardize repair processes across authorized service locations.
- Reduce unnecessary manual disassembly on supported devices.
- Provide a controlled, traceable, and server-authorized unlock method aligned with ChromeOS repair design.
- Improve repair efficiency and turnaround time while reducing DOA replacement FRUs.



2026 Lenovo External. All rights reserved.

Chromebook Repair Process – RSU Tool vs. RMA SHIM (continue)

RSU vs. SHIM Tool Overview

Feature	RSU Tool	SHIM Tool
Process Time	Manual workflow requiring fewer actions. Accurate and efficient diagnostics. Smart part replacement (only necessary components).	Manual and time-consuming.
Device Handling	Multiple devices simultaneously.	One device at a time.
Physical Intervention	Requires RSU dashboard access and U2F key.	Requires disassembly and battery removal.
Monitoring	Dashboard-based with information of U2F key, technicians registered and unlock activity.	No integrated monitoring.
Failure Rate	Low (95% success rate based on technician's feedback).	Higher, especially during final hardware testing
Repair Time	Speeds up turnaround time. Prevents unnecessary DOA replacement FRU's. Delivers faster service, enhancing customer satisfaction.	Slow process requiring file downloads per serial number, often leading to DOA reorders when final hardware tests fail.

Important Notes

- RSU may not be supported on some devices, primarily those manufactured prior to 2022.
- When RSU is supported, it is the **required and documented** process per SOP.

Enrollment and Access Setup

- These two courses must be completed:
CSWW228 – Lenovo Chromebook RMA SHIM (30m)
CSWi20Y – Chromebook RSU Process (1h)
- Once completed, contact the Service Management Support Center at smc@lenovo.com to request access
- You will receive two Google-authored RSU guides containing detailed instructions on system usage and access setup.

**Smarter
technology
for all**

Lenovo

thanks.