



Lenovo Learning Guide V.2.

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Overview

This guide provides Service Providers with step-by-step instructions on how to achieve Lenovo Qualification, in line with the requirements of the Authorized Service Providers Program.

All mandatory Lenovo courses must be completed through the Lenovo Learning platform: <https://learning.lenovo.com/learn>.

Registering on Lenovo Learning

To access Lenovo Learning, your location's ASP Admin or ASP Admin Level 2 must first create a contact for you in the NGSP Portal or send you a user invitation.

Once your contact is created or your registration is submitted, Lenovo Learning will process the information. Within 48 hours, you should receive an email from the Lenovo Learning Support Team containing your login credentials.

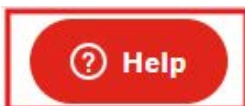
- The email address used in the NGSP Portal will be the same one required to access Lenovo Learning. It is strongly recommended to use your company-issued email address. Please avoid general or shared addresses (e.g., services@xxx.com).
- The Support Team will provide a temporary password, which you must change after your first login.

If you do not receive your Lenovo Learning credentials within 48 hours, please reach out to the Lenovo Learning Support Team by:

- Clicking the Help option at the bottom of the Lenovo Learning website: <https://learning.lenovo.com/learn>
- Sending an email to lgpesupport@lenovo.com

i Keep your Polaris Contact ID and registered email address handy. Providing them upfront will speed up the support process and reduce delays.

If the ASP Admin requires help with creating a contact or sending a user invitation, they can refer to the **Profile Managing User Guide**, available on the SMSC website, or contact the **SMSC** directly (contact details are provided at the end of this guide).



Certifications

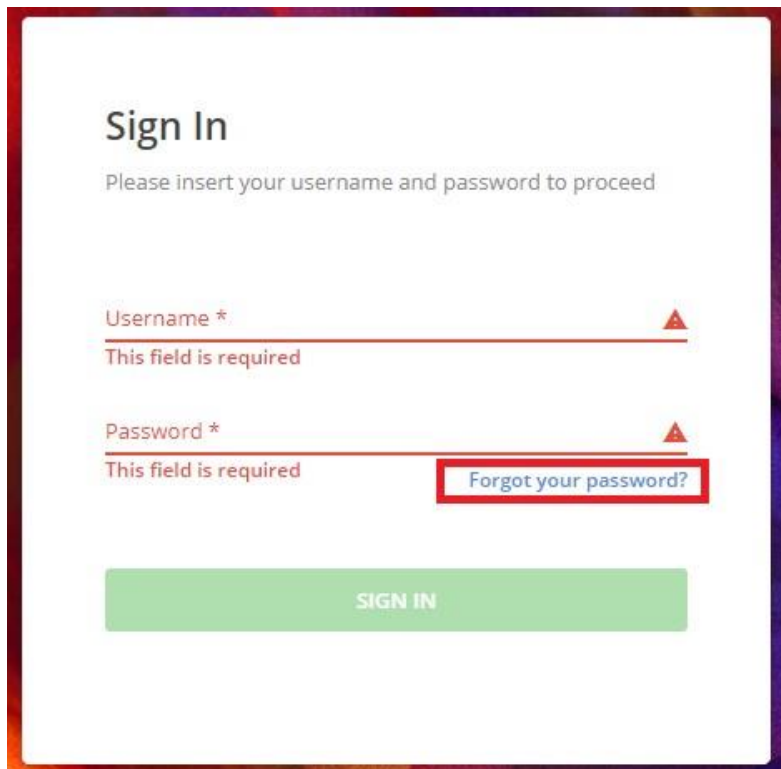
After completing a course, its certification will automatically transfer from Lenovo Learning to the NGSP Portal within 24 hours.

If more than 24 hours have passed and the certification has not appeared in the NGSP Portal, send the completed course certification to the SMSC via email so it can be updated manually.

① Always save a copy of your course completion certificate. This ensures you can quickly provide proof if the automatic upload fails.

Password Reset

If you need to reset your password, click the “Forgot your password” link on the Lenovo Learning home page and follow the instructions provided.



The image shows a "Sign In" form with the following elements:

- Title: **Sign In**
- Instruction: Please insert your username and password to proceed
- Username field: Labeled "Username *", with a red error message "This field is required" and a red triangle icon.
- Password field: Labeled "Password *", with a red error message "This field is required" and a red triangle icon.
- Link: "Forgot your password?" is highlighted with a red box.
- Button: A green button labeled "SIGN IN".

After entering your registered email address in the field provided and selecting “Send” to submit the request, you will automatically receive an email containing a link to reset your password.

① If you don't see the reset email within a few minutes, check your spam or junk folder. Adding Lenovo Learning Support to your safe senders list can help prevent future delays.



Required Certifications

The certifications you must complete depend on the relationships assigned to your contact profile in the NGSP Portal or the BP Role assigned when your invitation was sent.

ASP Admin / ASP Admin Level 2 / ASP Technicians (with NGSP Portal access)

- **RWST106** - Lenovo Service Support Guide confirms that you have reviewed and understood the Lenovo Service Support Guide (SSG). The SSG is intended for Lenovo Authorized Self-Maintainers in the US and Canada.
- **CPRW161** - Administrative information and functions - Basic administrative information and functions of the Self Maintainer program. Provides a common knowledge foundation required for all other administrative training.
- **RWSW239** - Accidental Damage Protection.
- **CPRW168** - NGSP Service portal / Cases - Exam - covers the following courses:

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

- **CPRW169** - NGSP Service portal / Work Orders - Exam - covers the following courses:

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



Dealer Service Technician Certification (No NGSP Portal access, but required for qualification)

- **RWST217** - (Exam RASERVICE) Technician Certification - It is a mandatory exam for all technicians. Technicians may choose to complete all, some, or none of the recommended modules (listed below) before taking the exam.

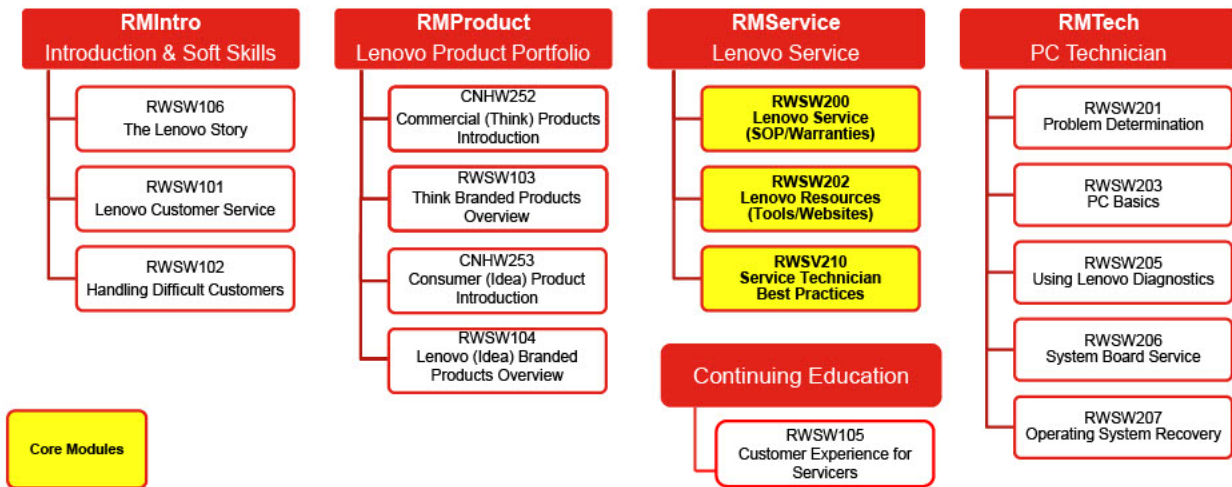
To unlock the RWST217 course, you first need to complete the following courses:

- CSWi21Yr2 - Lenovo Diagnostics
- RWSW206r3 - System Board Service

i It is recommended that all technicians are CompTIA A+ certified. A+ is an industry standard certification program

+ Warranty Service Education Roadmaps

- Education Roadmaps are the suggested path of study to prepare for the authorization exam
 - CompTIA A+ topics and basic hardware knowledge are also included in the authorization exam

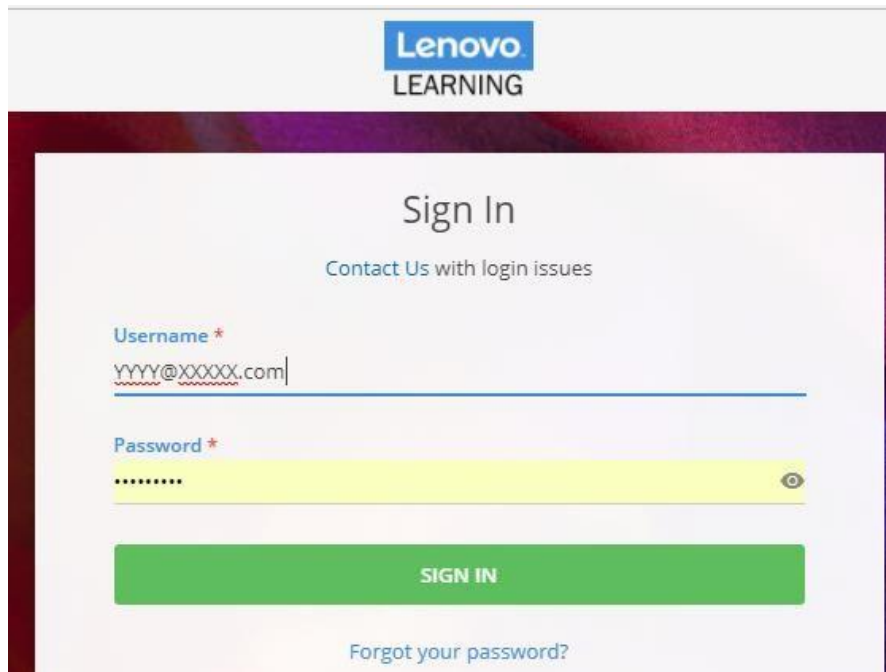


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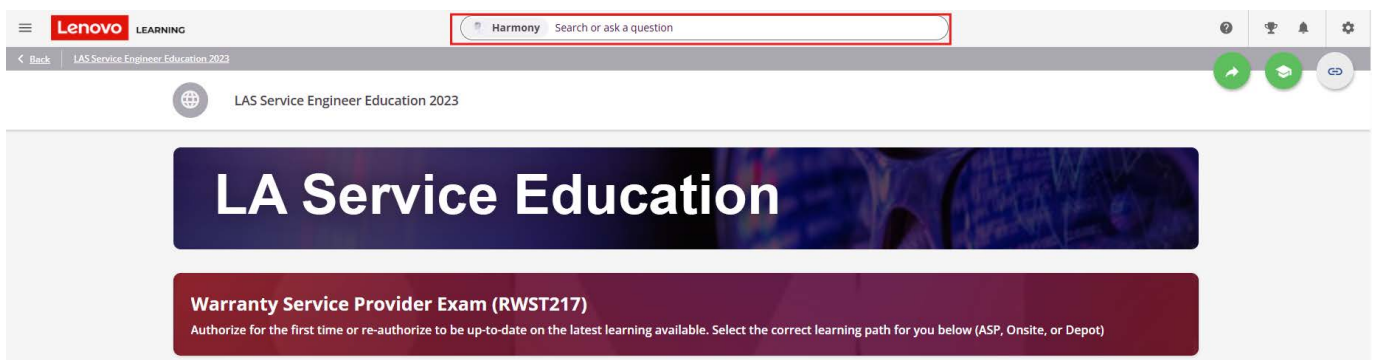


Navigating the portal

To access the Lenovo Learning site, go to <https://learning.lenovo.com/learn>, enter your registered email address as your Username along with your Password, and then click “Sign In” to log in to your account.



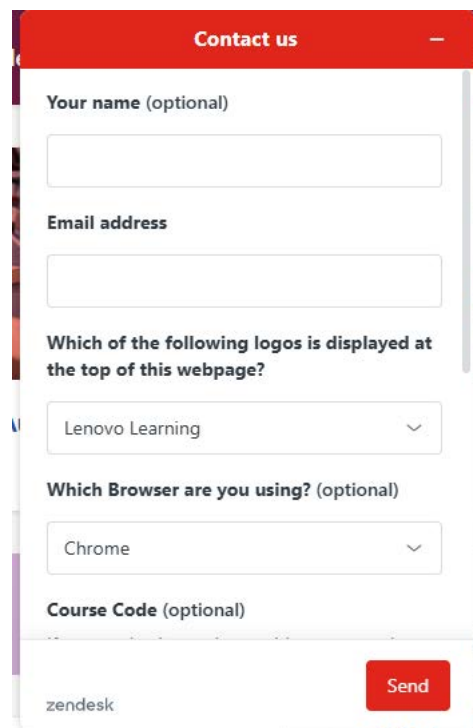
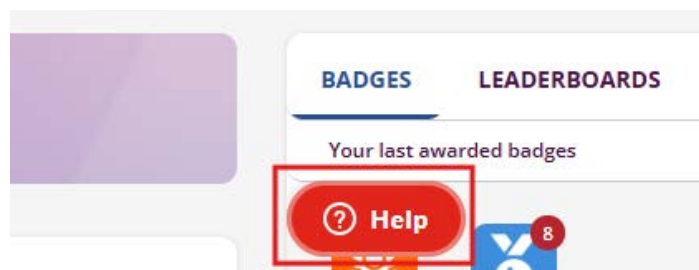
On the Lenovo Learning home page, you can search for any course using the search box located at the top of the page. Simply enter the course name or relevant keywords to quickly find the training you need.



On the Lenovo Learning home page, you will see all the courses to which you have been automatically enrolled. You are only required to complete the mandatory courses outlined above; however, you are welcome to explore and take any additional courses that you find useful for your role or professional development.

Lenovo Learning Support

For any concerns related to Lenovo Learning—other than password resets—you can contact the Lenovo Learning Help Desk by clicking the “Help” button located at the bottom right corner of your home page. This will connect you directly with support for further assistance.

A screenshot of a 'Contact us' form. The form has a red header with the text 'Contact us'. Below the header, there are several fields: 'Your name (optional)' with a text input field; 'Email address' with a text input field; 'Which of the following logos is displayed at the top of this webpage?' with a dropdown menu showing 'Lenovo Learning'; 'Which Browser are you using? (optional)' with a dropdown menu showing 'Chrome'; and 'Course Code (optional)' with a text input field. At the bottom right of the form is a red 'Send' button. The 'zendesk' logo is visible in the bottom left corner of the form area.



Service Management Support Center

The SMSC is available Monday through Friday, from 9:00 A.M. to 5:00 P.M. Eastern Standard Time. You may reach the SMSC through the following contact channels:

- E-mail: smc@lenovo.com
- Phone: 800-426-3391