1. **How is the information I see in the certification search tool tied to Partner Programs?**

HP certification and training could be tied to various HP partner programs. Please work with your HP Representative to review how the certification, exam, or training listed here impacts any of HP's partner programs.

2. **How do I find the requirements for the certifications?**

This tool does not provide the certification requirements. It only provides you with the certifications, exams, and training completed by the employees at your company. For details on the certification requirements or for more information about the HP Certified Professional program, please visit [http://www.hp.com/go/certification/americas](http://www.hp.com/go/certification/americas).

*Please note:* Certifications are based upon completion of the **required exam(s)** and **online application** (training is not required for certification). For more information about the steps to become certified, please visit our web site at: [http://h10017.www1.hp.com/certification/americas/begin_here.html](http://h10017.www1.hp.com/certification/americas/begin_here.html)

3. **How is this tool different from the Active Exam Report?**

This online certification search tool was created to replace the manual report known as Active Exam Reports ran by the HP Certified Professional team. Since it is an online tool, you no longer have to depend upon the 1-2 business day turnaround time that it takes to have the manual report sent to you.

4. **Why can't I see my Canadian employee information?**

This online certification search tool is intended for U.S. partners only and therefore only displays information of students tied to U.S. partners. Canadian partners should continue to request the Active Exam Report.

5. **Where are the Service Qualifications and SPNs?**

Service qualifications and SPNs are not reflected on this tool. For additional information about Service Qualification or SPNs, please visit the Training section of HP Partnership Web.

6. **Why don't I see the students who enrolled in a course or attempted to take an exam?**

The information displayed in this tool are only completed training, exam, or certification history (i.e. no enrolled, incomplete, failed or revoked information will be shown on this page).
7. **What if I still have issues with the Training, Exam, or Certification Record?**

**Please note:**

- The information displayed in this tool only includes completed training, exam, or certification history (i.e. no incomplete, failed or revoked information will be shown on this page).
- Service qualifications and SPNs are not reflected on this tool. For additional information about Service Qualification or SPNs, please visit the Training section of HP Partnership Web.
- The web-based training offered through the HP Learning Center may not be displayed in this tool.

If you have any issues with the training, exam, or certification information shown on this certification search tool, please do the following.

**Training:** For issues with the training information, please send an email to nacurriculum@hp.com. In the email subject line enter "Training Discrepancy" followed by your company name.

**EXAMPLE:** Training Discrepancy – ACME Company

**Exam or Certification:** For issues with the exam or certification information, please send an email to certification.americas@hp.com. In the email subject line enter "Certification/Exam Discrepancy" followed by your company name.

**EXAMPLE:** Certification/Exam Discrepancy – ACME Company

In the email message, provide as much of the following data as you can:

- Your company's Outlet ID and/or Auth ID
- First and last name of missing student
- The missing training course ID, class ID and/or course name
- The missing exam or certification
- Any comments

The Training or Certification program office will respond within 1-4 business days.

8. **What if I have questions on how my Company Name or Outlet ID is displayed?**

Please go to your Company Profile link on the HP Partnership Web portal or utilize the Contact HP link on the HP Partnership Web portal.
9. **What is the difference between the certifications listed on the PartnerONE Benefits Statement and those listed in the HP Certification Look-up Tool?**

The certifications listed on the PartnerONE Benefits Statement are only the certifications tied to **membership** in the HP PartnerONE program. Any other certifications will not be shown on there. Rather, you should use the HP Certification Look-up Tool to view all the certifications for your company (with the exception of Service Qualification).