

## **Training Overview**

The contract that Lenovo Service Partners sign with the Lenovo Corporation stipulates that only trained Lenovo servicers may perform warranty repairs on Lenovo products. Therefore, any servicer performing warranty repairs should have completed basic authorization training and training specific to the product under repair.

To assist Lenovo Service Partners in meeting training requirements, education options are available that include:

- Web Courses
- Lecture/lab Classroom Courses
- Self-Study Packages

Each Lenovo Service Partner technician who provides Warranty Service on Lenovo Products must:

- Complete PC Architecture (TXW02 or TXC02) training - (required for all technicians, prerequisite for product specific certification). This course is valid for 12 months and must be completed each year.
  - Complete the product specific training course(s) covering the product being serviced
- For product specific certification, the technician must complete the following course(s):
- CDT, Consumer and PWS Certification – Desktop Technical (RDC04)
  - ThinkPad Certification – ThinkPad Technical (RTC04)
  - xSeries Certification – Servicing xSeries Servers Part 1 (XW2001)

The courses listed above have a validity of 12 months. Yearly renewal is required to maintain certification

Lenovo service courses are developed assuming these entry skills:

- Ability to interpret both audible and visual data, and follow non-complex written and graphic procedures
- Capable of using common hand tools, such as screwdrivers, nutdrivers, and wrenches
- Use of special tools and instructions (written and graphic) in the adjustment of diskette drives and printers
- Basic understanding of electricity
- Understand safety procedures appropriate for common service situations (refer to Hardware Maintenance Manuals)

Warranty claim submissions may be rejected if the appropriate training courses are not completed.

Complete course descriptions may be found at the following URL:

<http://www.ibm.com/pc/training>

Most of the service training requirements are covered in self study courses that are automatically shipped to Lenovo Service Partner locations. Additional requirements may be required for future product training.

Successful course completion records are kept for each student, and are grouped under the appropriate dealer location identification code (LOC/ID).

- Classroom and seminar course completion records are submitted by the course instructor to the Service Training coordinator in your country
- Self-study completion records are submitted by each student. Completion of the courses listed in the previous sections is required for certification and reimbursement for specific warranty product repairs done at your location and by such technicians. All self-study courses must be completed on the PCI website (<http://www.ibm.com/pc/training>) and each technician must make sure his/her Authorization ID is updated on the PCI profile. When the Authorization ID is properly updated in PCI, all corresponding self-study course information is

automatically updated in the Service and Support Profile Management (SPM) database. For self-study courses that are completed in PCI without updating the Authorization ID, the technician must forward a hard copy printout of the passed course. Please refer to the contacts section for more details.

Dealer records are periodically audited to determine if a location has the correct number of trained servicers as identified in the appropriate contract and amendments.

## PCI Registration Instructions

Please follow these step-by-step instructions to obtain Service Partner access to the PC Institute site

1) Go to URL [https://www.pc.ibm.com/training/pci\\_registration\\_business\\_part.html](https://www.pc.ibm.com/training/pci_registration_business_part.html) and you will see the attached registration form. This URL is ONLY for Service Partners. Please DO NOT send this URL to any other company

2) Fill in all the mandatory fields (\*) and then select SUBMIT

Title  
First Name \*  
Last Name \*  
Address 1 \*  
Address 2  
City \*  
State \*  
Postal Code \*  
Industry  
Company \*  
Job Function \*  
Country \*  
Geographical Region \*  
Phone Number  
E-mail \* *Please place your email address here*

**This field is required for all Lenovo Warranty Authorized Providers worldwide.**  
Authorization ID: *Please place your SPM Authorization ID here*

**These fields are required for Lenovo Warranty Authorized Providers in North America.**

Lenovo Dealer / Location ID: *DO NOT fill in these blanks*  
CompTIA ID#: *DO NOT fill in these blanks*  
A+ Certification: *DO NOT fill in these blanks*

The password will be sent to your email account shortly. You will need your email and password each time you access the course.

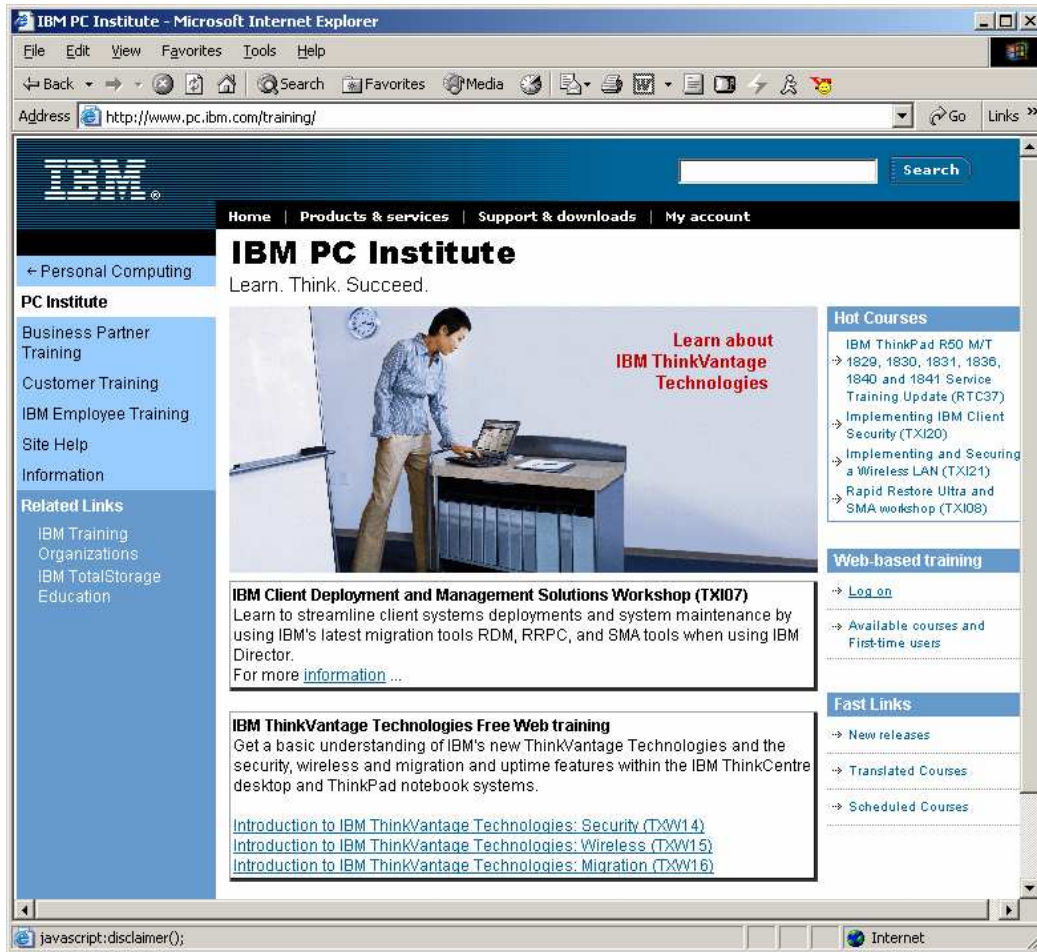
Security Question \*

Security Answer \*

NOTE: If the Authorization ID field is not filled in, your course information will not be updated in SPM. This may lead to technician de-certification. Please be certain this field is filled in to ensure course updates.

You will receive an email with your PCI User ID and Password. Keep this information in a safe place, since you will need it to take PCI courses

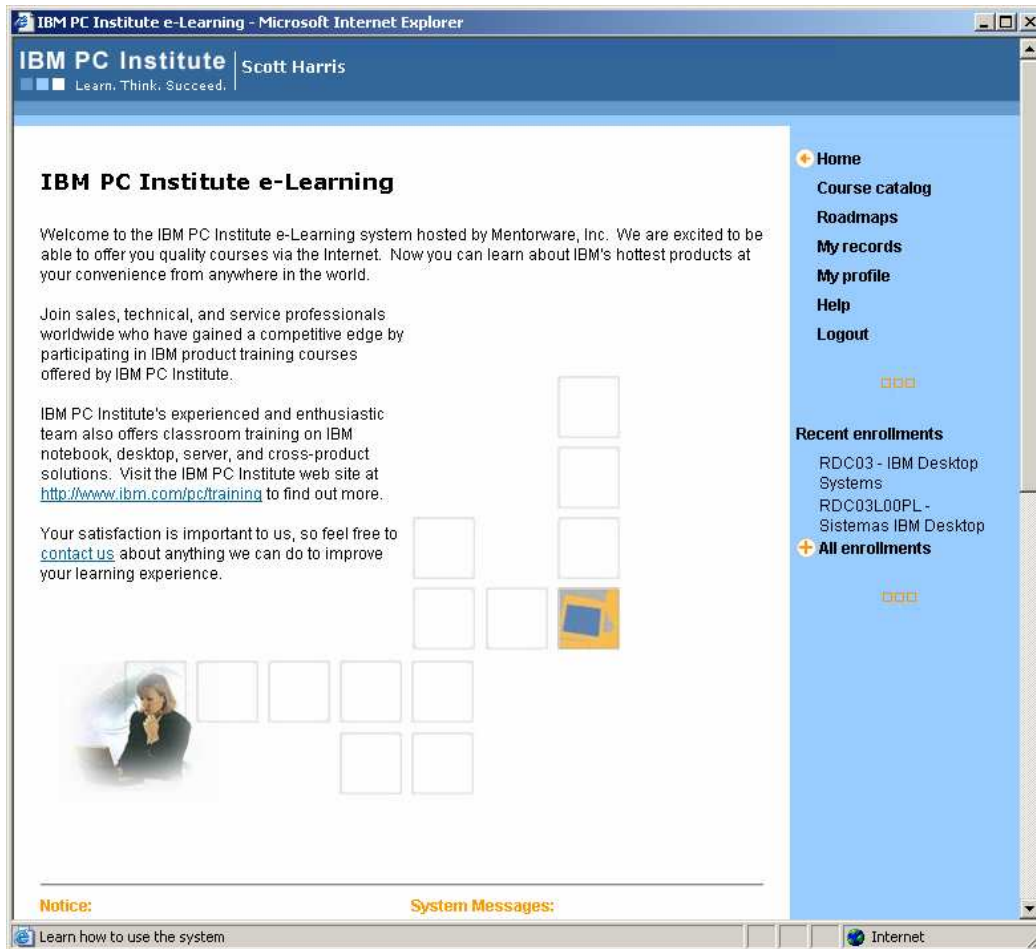
3) Go to URL <http://www.pc.ibm.com/training/>



4) Press the log on button on the right side of the screen

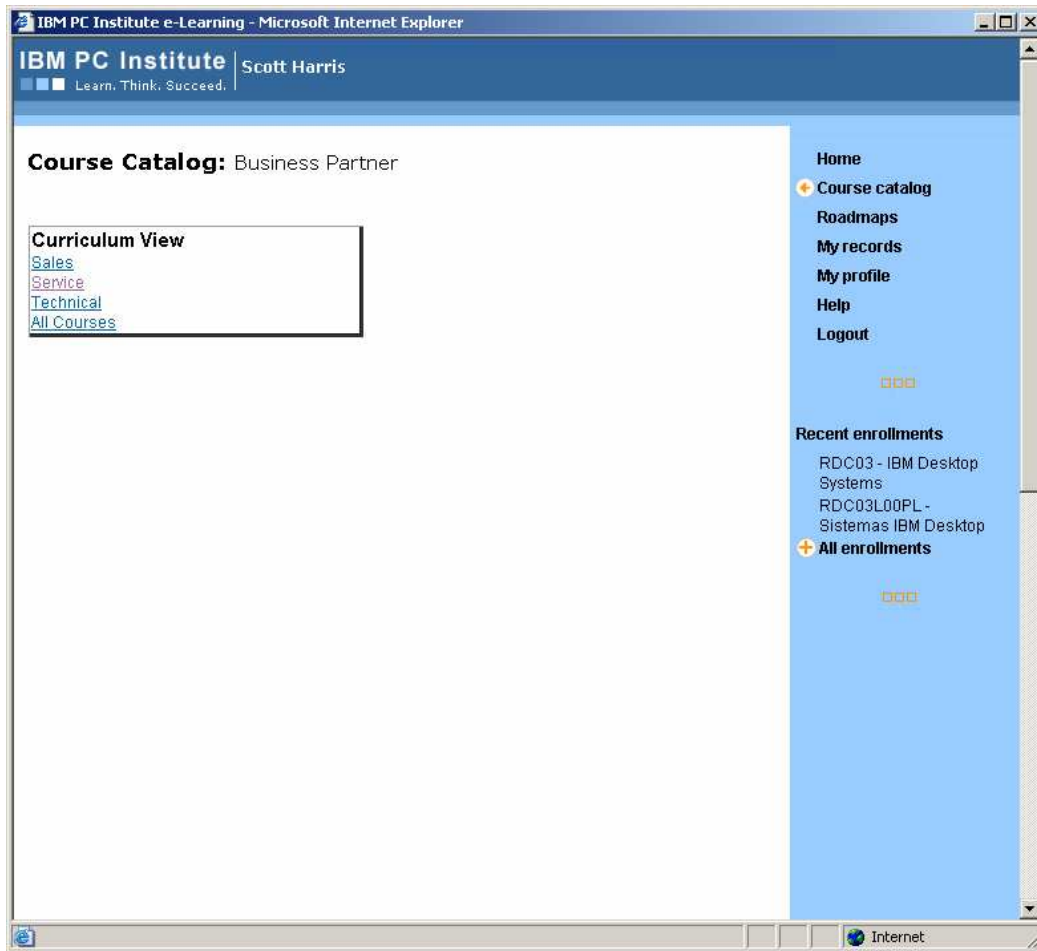
5) You will then be prompted for your PCI User ID and Password. Enter the information that you received by email

6) After you enter in your User ID and Password, you will be taken to the e-Learning site and you will see your name on the Welcome screen



7) Click on Course Catalog on the right-hand side of the screen

8) Select Service on the Curriculum View section



9) Select the courses you would like to take and follow the instructions

IBM PC Institute e-Learning - Microsoft Internet Explorer

IBM PC Institute | Scott Harris  
Learn. Think. Succeed.

**Course Catalog:** Business Partner

**Curriculum View**  
[Sales](#)  
[Service](#)  
[Technical](#)  
[All Courses](#)

**Service Courses**  
No courses available.

**Service Tests**

Course Code	Title	Current Status
RDC03	<a href="#">IBM Desktop Systems</a> Released April 2003 This is the online test for the IBM Desktop Systems course.	<a href="#">ENROLLED</a>
RDC03L00PL	<a href="#">Sistemas IBM Desktop</a> Lançado em Novembro de 2003 Este é o teste on-line para o curso dos Sistemas IBM Desktop.	<a href="#">ENROLLED</a>
RDC03L00SL	<a href="#">Sistemas de Escritorio IBM (Versión en español)</a> Curso de capacitación sobre los sistemas de escritorio de IBM (RDC03L00SL); Examen online.	<a href="#">Enroll Now</a>
RTC03	<a href="#">IBM Mobile Systems</a> Released April 2003 This is the online test IBM Mobile Systems	<a href="#">Enroll Now</a>
RTC03L00PL	<a href="#">Sistemas Portáteis da IBM</a> Lançado em Novembro de 2003 Este é o teste on-line para o curso dos Sistemas Portáteis da IBM.	<a href="#">Enroll Now</a>
RTC03L00SL	<a href="#">IBM Mobile Systems (Versión en español)</a> Curso de capacitación sobre los Sistemas Móviles de IBM (RTC03L00SL); Examen online.	<a href="#">Enroll Now</a>
RXW01-R3	<a href="#">Warranty Basics for Administrators</a> Warranty Basics for Administrators Test	<a href="#">Enroll Now</a>

**Recent enrollments**  
 RDC03 - IBM Desktop Systems  
 RDC03L00PL - Sistemas IBM Desktop  
[+ All enrollments](#)

Done Internet

## xSeries Training

Registration instructions for IBM Service Partners

Experienced technicians may test out by going directly to the on-line mastery test at

<http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html>

Select the hyperlink, "Take a Course Now", under Additional Information.

You will need an IBM ID and password that has been associated with a PartnerInfo ID and password, to access the test.

To establish an IBM ID and password please follow the instructions listed below:

- 1) Click the "Need an IBM ID and Password?" box.
- 2) Click the "Register for an IBM ID" hyperlink.
- 3) Complete the 3 step registration process to establish an IBM ID: Create IBM ID name and password, provide personal information, submit request.

To migrate your IBM ID and password, please follow the instructions listed below:

**IMPORTANT:** Do you have a PartnerInfo ID and password?

**Yes:** Open the following URL to migrate your IBM ID and PartnerInfo ID:  
<https://pireg.boulder.ibm.com>, to access the xSeries College website.

**No:** Call the Global PartnerWorld Contact Services in your region:  
[http://www-1.ibm.com/partnerworld/pwhome.nsf/weblook/cpw\\_index.html](http://www-1.ibm.com/partnerworld/pwhome.nsf/weblook/cpw_index.html)

**\*\*\*Please Note\*\*\***

You will need to provide your name, IBM ID and pw, and LOCID.  
You will receive an email for PartnerWorld, verifying the migration of your ID.  
The IBM ID and pw will be active in 24 hours after the migration.

4) Return to the Partner World University website at:  
<http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html>

5) Click the "Take a Course Now" link.

6) Select, "Sign In" from the far left column and enter the email address associated with your IBM ID. At the next screen, enter your IBM ID and password

**\*\*\*Please Note\*\*\***

1st Time users will need to register on the PartnerWorld University.  
Proceed to the Registration page - Enter your personal information  
Select the "I'm registering for Service Training" box  
Enter your Service Partner and training information  
Click register and your registration is complete.

Repeat users will need to perform the actions of Step 6 and beyond.

7) You will be routed to the "Table of Contents" for PWU. Select the xSeries College listing under eServer and TotalStorage Solutions College.

8) Select the folder titled "Service".

9) Double click the version of XW2001- Servicing xSeries Servers Part - 1 you would like to take.

XW2001 = English  
XW2001(P) = Portuguese  
XW2001(S) = Spanish

10) Follow the instructions to complete the test and survey.  
An on-line version of your certificate will appear. (Print Version)  
A copy of your certificate will be sent to you via email.