



**Amplify
Elevate**

HP Learner ID

How to retrieve your HP Learner ID



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About HP Learner ID

HP Learner IDs are unique for each channel partner learner and are automatically assigned to each user upon completion of the HP Partner Portal user registration.

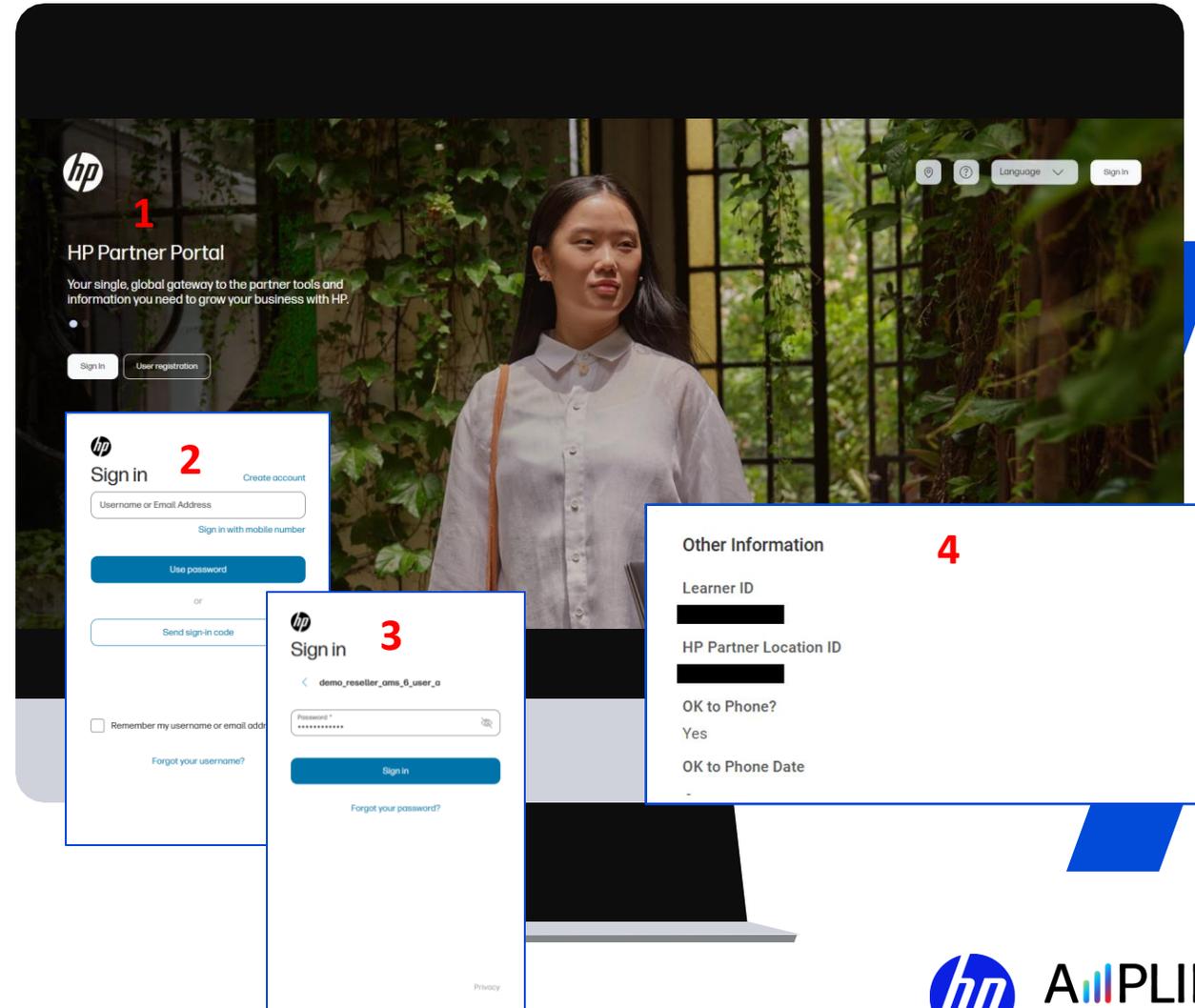
An HP Learner ID is the key to HP University certifications and training. This ID is a unique identifier that is required to register for certification exams and to participate in other parts of the program.

Note: The HP Learner ID is unique to HP and differs from the Pearson VUE Candidate ID for certification exams.



Steps to retrieve your HP Learner ID

1. Access the **HP Partner Portal** partner.hp.com
2. If you are already an HP Partner Portal user, click **Sign In**, enter your username or email address, and click **Use password**.
3. Enter your password and click **Sign in**.
4. Click [here](#) to go to your Partner Learning Center profile and scroll down to the **Other Information** section. Your **HP Learner ID** will display at the top of this section.



Steps to re-activate your HP Learner ID

HP deactivates partner learner profiles in the Partner Learning Center (Cornerstone SBX, formerly Saba Cloud) if the partner does not access any training in over 12 months.

All learning data is preserved.

This applies to those partner learners who have previously registered at the HP Partner Portal but have not taken any training in over 12 months.

Steps to re-activate your HP Learner ID

1. If your profile was deactivated, you may receive the following "access denied" message when trying to access training. Instructions are included below on how to re-activate your profile.



(120444) PLEASE READ! Your Cornerstone SBX access was denied. Please go to this page - <https://content.ext.hp.com/sites/LMS/AccessDenied.page> to learn about why and resolution.

2. If you are already registered via the HP Partner Portal, **reactivate** your profile by doing one of these options:

- Click [here](#) to self-reactivate
- Send a request to reactivate your profile to partnerlearningsupport@hp.com

Thank you



