

Lenovo Warranty Authorized Service Providers

Service and Support Profile Management (SPM) Updates

Lenovo e-Learning Profile Requirements

Attention Service Managers:

Immediate action must be taken to ensure technicians have access to Lenovo support tools and all qualifications are met for continued **Warranty Reimbursement Payments** in 2006. Business Partner data accuracy and maintenance of the SPM database is a requirement for continued Warranty Authorization.

To ensure you are getting the full benefit of our support tools with as little administrative work as possible, we have identified the following 'Required' and 'Optional' (recommended) actions that will significantly aid your operations. These actions are required and all technicians need to complete their portion **prior** to accessing the new mandatory training courses being released in 2006.

Required Actions:

In order to qualify for warranty labor reimbursements through Eclaim, the SPM training records for each technician **must accurately** reflect completion of the mandatory courses.

To ensure this:

- A)** Service managers, or their designated SPM Administrators, must validate/update all technician profiles in SPM and ensure Technicians are provided with their individual Authorization ID and PIN numbers that SPM generates.
- B)** Technicians must verify/complete e-Learning profiles with Lenovo Training Solutions (PC Institute) and insert accurate Location/Authorization ID's to ensure training record updates are automated.

A) Service Manager Instructions: *(For more detailed instructions refer to reference material at end of communiqué)*

- 1) Service managers should access and update SPM www.lenovo.com/spm.

- Ensure that ALL technicians are registered in SPM
- Ensure that ALL technicians are provided with their Location ID and their individual Authorization ID and PIN

NOTE: Technicians need their Location ID, Authorization ID and PIN in order to:

- Access SPM which provides them a single portal to Education, Service Support Guide (SSG), ECA's, Technical Tips / Support, etc.
- Register with Lenovo Training Solutions for e-Learning courses, testing and automatic course completion updates to SPM / Eclaim
- Access to Telephone Technical Support designed specifically for Partners.

- 2) Service managers should ensure ALL technicians are registered in SPM and are also registered with Lenovo Training Solutions e-Learning.

NOTE: Technicians will be required to enter their Location and Authorization ID's, these are **mandatory** fields which link training completions back to SPM and Eclaim

- Technicians who previously took any of the Lenovo (IBM PC) courses will already have an existing profile. To link this past training history to their current profile they should follow the **Technician Previously Registered** instructions below.

(For forgotten ID / Password, see assistance notes at end of instructions.)

B) Technician Instructions: *(For more detailed instructions refer to reference material at end of communiqué)*

- 1) **Technicians previously registered** at Lenovo Training Solutions (previously PCI) should update their e-Learning profiles by accessing SPM at <http://www.lenovo.com/spm>.

- Select Education Link (Left Navigation Bar)
- Then select – Business Partner Registration - Log on - My Profile
- Validate/update required information including e-mail address, Location ID and Authorization ID.

(See Optional CompTIA Career ID note below, updates can be made to this information.)

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- 2) **Technicians registering for the first time** at Lenovo Training Solutions e-Learning should access SPM at www.lenovo.com/spm.
 - *Select Education Link (Left Navigation Bar)*
 - *Then select – Business Partner Registration*
 - *Enter all required data including e-mail address, Location ID and Authorization ID. (See Optional CompTIA Career ID note below as it can also be included here.)*

C) Optional Actions:

- 1) Service managers can identify in SPM an **Education and Training Contact** to receive and re-distribute Lenovo training CD's, DVD's, Product Updates and all other training communications. **Note:** *If this field is blank all training associated materials will continue to be directed to the Service Manager.*
- 2) **CompTIA CareerID™** - Cross industry identification number to track individual certification histories. Recognizable with 16 characters beginning with COMP (earlier versions were 12 characters). CompTIA CareerID™ is assigned when you schedule a CompTIA certification exam, can be found on your exam score report. Access additional information and your Career ID at www.comptia.org/certification/careerid.aspx.
- 3) **CompTIA CareerID™ Certification Validation Service** – This certification verification service utilizes CareerID™ to electronically verify status of certifications held. Certification holders must provide their **permission** for CompTIA to include them in the Batch Verification Service. For additional information and to authorize this service please refer to www.comptia.org/certification/validation/.

D) Reference Materials:

Service Manager Detailed Instructions:

Refer to: Service Manager Access / Registration / Validation Instructions

Technician Detailed Instructions:

Refer to: Technicians – System Access / Registration Instructions

E) Assistance:

SPM: Lenovo **Service Management Support Center (SMSC)** at 1-800-426-3391, Monday through Friday 9:00am to 5:00pm EST, excluding holidays. E-mail, smsc@us.lenovo.com.

Lenovo Training Solutions e-Learning: Frequently Asked Questions (FAQs), www.pc.ibm.com/training/pci_faq.html. E-mail, LTS@us.lenovo.com. Phone, 1-800-937-3737 option 2, Monday through Friday 9:00am to 5:00pm EST, excluding holidays.

CompTIA: Assistance e-mail, questions@comptia.org. Phone, 1-630-678-8300 option 5.