

NA AWSPPs Training Guide & Curriculum

Lenovo Training Site Access

Lenovo Learning site link



<https://learning.lenovo.com/learn/signin>

If you are a **new user**, you must have received an email called “**Welcome to Lenovo Training Solutions**” from the Lenovo Partner Network team. Using the information provided, please login to the training site.

If you are **NOT** a new user, the **User to login is your email address**, and the password must have been created by you, but if you don't remember it, please click on forgot password to reset it.

Once the page opens click on
AWSP Training



Lenovo LEARNING

Search content in the platform

NA Service Engineer Education 2023

NA Service Education

The 2023 Service Provider exam is here!
Authorize for the first time or re-authorize to be up-to-date on the latest learning available.

AWSP Training

Continuing Education

Product Education

NGSP Resources

New Courses (optional)

BADGES LEADERBOARDS

Your Last Awarded Badges

Once you have clicked on AWSP Training, you need to choose which training plan your account/company will be authorized for:

AWSP Base Warranty Authorization - choosing this plan your company will be authorized and enabled to **only** perform base warranty repairs .

AWSP Base Warranty + ADP Authorization - choosing this plan your company will be authorized and enabled to perform **both** base warranty repairs and **ADP** (Accidental Damage Protection) repairs.

❖ In the case of needing the ADP authorization later, your team must complete the **ADP course** and after that, you must contact the **SMSC team** to activate your location's access for placing **ADP work orders**.

The screenshot displays two selection options for AWSP training plans. The first option, 'AWSP Base Warranty Authorization', features an image of three people in a workshop. The second option, 'AWSP Base Warranty + ADP Authorization', features an image of a person's hands typing on a laptop with a cracked screen. Both options include a 'Select' button and a 'Select' button below the description. Red arrows point from the text above to the corresponding selection options in the screenshot.

AWSP Base Warranty Authorization

Choosing this learning plan, your company will be authorized and enabled to **only perform base warranty repairs**. Therefore, machines entitled with ADP (Accidental Damage Protection), will be blocked in the parts portal and you will not be authorized to perform those repairs.

Bear in mind that if your company decides to start repairing machines entitled with ADP (Accidental Damage Protection), your employees enrolled in the program must take the ADP course (RWSW239). Once the course is completed you must request the enablement by contacting the SMSC (smsc@lenovo.com).

AWSP Base Warranty Authorization Learning Plans

Select

AWSP Base Warranty + ADP Authorization

Choosing this learning plan, your company will be authorized and enabled to do **both base warranty and ADP (Accidental Damage Protection) repairs**. This plan requires that your employees enrolled in the program take the mandatory course ADP course (RWSW239) in order to be granted access to perform ADP work orders. Please make sure all of your employees complete it and then contact the SMSC (smsc@lenovo.com) to enable the permission in the portal.

AWSP Base Warranty + ADP Authorization Learning Plans

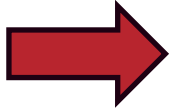
Select

Courses by role

Courses are divided by role. Your organization must have assigned you a role that will determine the mandatory courses to complete. We have 2 main groups: **Technician** & **Administrative roles**. Once you access the training site, please go to the section based on the role assigned to you

Courses for Technician roles:

- ASP Technician
- Service Technician



Technician

Welcome to the Lenovo Technician Training. Below you can find courses based on your status. If you are a new technician for Lenovo, you will see that we indicate the mandatory courses to become authorized to repair Lenovo machines and to place parts orders in our NGSP portal (if applies).

New Tech Mandatory Learning Plan

Options

Recommended Learning Plan

Preview Enroll

Admin

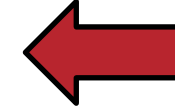
Welcome to the Lenovo Admin courses. These learning plans are designed to educate you on how to properly use the NGSP portal. Lenovo expects and believes it is critical that our Authorized Warranty Service Providers understand the "end to end" of a work order creation based on the warranty program rules. We recommend focusing on the order codes, parts selection, entitlement check, and how to close the work orders properly. These are key steps in the process of submitting work orders that will save you time by making this process smooth and efficient for your organization.

Admin Mandatory Learning Plan

Preview Enroll

Courses for Admin roles:

- ASP Admin
- ASP Admin Level 2



IMPORTANT:

Please notice the two buttons "Preview & Enroll" **Click on Enroll ONLY** if you are going to enroll in the Course and complete it, otherwise **click on Preview** just to see which courses are included in the Learning plan.

Administrative roles – Mandatory courses

- **RWST106 - Service Support Guide Assessment (1h)**
- **CPRW161 – Admin information and functions - Exam (30m)**
- **RWSW239r2 – Accidental Damage Protection (1h) – if applies****
- **CPRW168 – NGSP cases – Exam (covers courses below) (30m)**
 - CPRW151 - NGSP Intro & Basic Navigation (30m)
 - CPRW152 - NGSP – Cases (30m)
 - CPRW153 - NGSP – PD Features (30m)
 - CPRW155 - NGSP AWSP Bath Uploads (30m)
- **CPRW169 – NGSP work orders - Exam (covers courses below) (30m)**
 - CPRW156 - Next Generation Service Portal Security and Access (30m)
 - CPRW158 - NGSP- Work Orders (30m)
 - CPRW162 - NGSP- Service Management Entities (10m)
 - CPRW164 - NGSP- Reports and Dashboards (30m)
 - CPRW165 - NGSP- DOA Work Orders (30m)

NGSP is our warranty service portal. These sets of courses will teach you how to use it properly.

****** Based on the training plan outlined in slide 3, the inclusion of the course **RWSW239r2 – ADP** in the list of mandatory courses will depend on the specific requirements of the selected training program.

Technician roles' courses


There are 2 different roles for technicians:

- ❖ **Service Technician** - wants to repair machines but **does not have access** to the service portal.
- ❖ **ASP Technician** - wants to repair machines and **has access** to the service portal.

Service Technician role courses (NO ACCESS TO SERVICE PORTAL)



New Tech (without Service Tool Access)



The NA AWSP Mandatory Learning Plan for new Technicians (USERS) is a comprehensive set of courses that are mandatory for all ASP technicians. This learning plan covers a variety of topics and provides essential knowledge to enhance the performance of technicians and introduce you to the Service Partner Portal's basic navigation, takes you through how to create a case, including using the PD features. You will learn about AWSP and DOA work orders.


**Mandatory Training for New Service Tech Learning Plan
(without Service Tool Access)**

[Preview](#) [Enroll](#)

ASP Technician role courses (WITH ACCESS TO SERVICE PORTAL)



New Tech (with Service Tool Access)



The NA AWSP Mandatory Learning Plan for new Technicians is a comprehensive set of courses that are mandatory for all service technicians. This learning plan covers a variety of topics and provides essential knowledge to enhance the performance of service technicians. It is necessary to complete all NGSP courses and exams, along with CSW21Y - Lenovo Diagnostics and RWSW206r2 - System Board Service prior to attempting the Warranty Service Authorization Exam, since questions from all courses will appear in the Authorization exam.

**Mandatory Training for New Service Tech Learning Plan
(with Service Tool Access)**

[Preview](#) [Enroll](#)

Technician Roles - Mandatory Courses

ASP Technician (WITH access to Service portal)

RWST106* - Service Support Guide Assessment (1h)

CSWi21Yr2* - Lenovo Diagnostics (1h)

RWSW206r3* - System Board Service (55m)

RWSW239r2 - Accidental Damage Protection (1h) - If applies**

RWST217 - Warranty Service Authorization Exam - 2 options

Option 1 – go directly to take the exam (30m)

Option 2 – take all the courses of the curriculum or just a few of them before taking the exam (*details on next slide*)

CPRW161 - Admin information and functions- Exam (30m)

CPRW168 - NGSP cases - Exam (covers the courses below) (30m)

- CPRW151 - NGSP Intro & Basic Navigation (30m)
- CPRW152 - NGSP – Cases (30m)
- CPRW153 - NGSP – PD Features (30m)
- CPRW155 - NGSP AWSP Bath Uploads (30m)

CPRW169 - NGSP work orders - Exam (covers the courses below) (30m)

- CPRW156 - Next Generation Service Portal Security and Access (30m)
- CPRW158 - NGSP- Work Orders (30m)
- CPRW162 - NGSP- Service Management Entities (10m)
- CPRW164 - NGSP- Reports and Dashboards (30m)
- CPRW165 - NGSP- DOA Work Orders (30m)

**Must be completed to unlock course/exam RWST217*



Service Technician (NO access to Service portal)

RWST106* - Service Support Guide Assessment (1h)

CSWi21Yr2* - Lenovo Diagnostics (1h)

RWSW206r3* - System Board Service (55m)

RWSW239r2 - Accidental Damage Protection (1h) - if applies**

RWST217 - Warranty Service Authorization Exam - 2 options

Option 1 – go directly to take the exam (30m)

Option 2 – take all the courses of the curriculum or just a few of them before taking the exam (*details on next slide*)

****** Based on the training plan outlined in slide 3, the inclusion of the course **RWSW239r2 – ADP** in the list of mandatory courses will depend on the specific requirements of the selected training program.

Lenovo Services Certification Process – Technicians only

Exam RWST217 (RA-Service) - The technician has **two options**:

Option 1 – If you are an experienced technician, you can go directly to take the exam (30m). No restrictions on the number of attempts to complete it, and you can always have the option to take some of the courses of the curriculum if you need to.

We strongly advise to take the “Highly recommended” course for all technicians' roles”

Highly Recommended for all technicians

TPW11E0r2 - Lenovo Chromebook Service – RMA SHIM (1h)

Option 2 – If you need to refresh some of your technician knowledges, you can take the entire curriculum (shown below) or just a few before taking the exam.

- **RWSW227** – The Lenovo Story (12 minutes)
- **RWSW228** – Lenovo Customer Service for Service Technicians (30 minutes)
- **RWSW105r2** – Lenovo Customer Experience for Servicers (45 minutes)
- **CPSW319** – Handling Difficult Customers (30 minutes)
- **RWSW221** – Lenovo Commercial Portfolio (45 minutes)
- **RWSW223** – Lenovo Consumer Portfolio (45 minutes)
- **RWSW224** – Lenovo AR/VR Smart Collaboration & IoT Solutions Portfolio (45 minutes)
- **RWSW225** – Lenovo Gaming Portfolio (30 minutes)
- **RWSW222** – Lenovo SMB & Education Portfolio (30 minutes)
- **RWSW237** – Lenovo Commercial Accessories Portfolio (45 minutes)
- **RWSW238** – Lenovo Consumer Accessories Portfolio (45 minutes)
- **RWSW229** – Lenovo Service (30 minutes)
- **RWSW232** – Lenovo Resources (30 minutes)
- **RWSV210r2** – Service Technicians Best Practices (90 minutes)
- **CARW230** – Troubleshooting: Scientific Method (10 minutes)
- **CARW231** – Troubleshooting: Lenovo Method (25 minutes)
- **RWSW207r2** – Operating System Recovery (15 minutes)
- **RTPW11E0r2***** – **Lenovo Chromebook Service – RMA SHIM (60 minutes)**
- **RWSW234** – Bootbox Diagnostics and Resolute (30 minutes)
- **CSWW209** – Windows BitLocker (30 minutes)

***** Highly Recommended**

**Smarter
technology
for all**

Lenovo

thanks.