



Move your learning history to a new partner employer

Changing employers? If you have learning or certification history and have changed partner employers, you should update your profile to associate your achievements with your new employer.

Steps to update your partner association

1. Access the **Partner Ready Portal** homepage and click “New user? Register here.”
2. Create your new contact profile with your new partner location ID. A new HPE learner ID will be assigned to you automatically. In rare cases, your Partner Portal Administrator (PPA) may still need to approve your account before your new HPE learner ID is granted.
3. Send an e-mail to your **regional HPE certification and learning program office** requesting that your learning history (certifications, courses, exams) be transferred to your new HPE Learner ID. Please indicate the name of your current and old employer in your email.

Important additional step

If you had a profile with our certification examination partner PearsonVUE under your old HPE Learner ID, you will now need to create a new account at **PearsonVUE** with your new HPE Learner ID.

Q & A

Q. What is my username and password?

A. If you do not have your login information, go to the Partner Ready Portal homepage and follow the links to recover your user ID or password.

Q. Why can't I keep my original HPE learner ID when I transfer to a new employer?

A. Information regarding your employer is associated with your HPE learner ID. Some information must be legally disassociated when you change employers.

Q. How long will it take to move my account?

A. Upon submittal of your request, you will receive email confirmation with a case ID and timeline. In some cases, approval may be required from your company's Partner Portal Administrator (PPA), who manages user access for your company. If PPA approval is required, allow additional resolution time.

Q. Will my previously completed training and certifications move to my new company?

A. Yes, any active training courses, exams, or certifications that you completed will move with you.

Q. Will the HPE Knowledge Credits I earned while working for my former employer move with me to my new company?

A. No, the Knowledge Credits will remain with the partner employer where you worked when you originally earned the credits.

Q. Whom do I contact if I do not see my previous learning?

A. If your history is incomplete, contact your regional program office.