Lenovo Self-Service Training Instructions for Georgia Tech

The Office of Information Technology has established an agreement with Lenovo Inc. that allows local support representatives the opportunity to order parts and perform basic repairs on Lenovo computer systems without affecting warranty coverage.

To participate in the self-service program, technicians must pass a Warranty Basics Exam and specific exams for performing maintenance on Desktops, Laptops, Servers, and other Lenovo products.

**Step 1: Request access to Lenovo Training Solutions**

To request access to the Lenovo training system you must request access to the system by sending an email to the Service Managers at Georgia Tech. The email address for sending this request is hardware@oit.gatech.edu. Once the Georgia Tech Lenovo Service Manager creates your authorization ID you will receive an email from Lenovo Training Solutions within 48 hours to set your password.

**Step 2: Taking the certification assessments** *(Refer to the attached Lenovo Training Solutions Registration Guide)*

2. Click on the “Login” link at the top, and then click on the “Warranty Service Login” link.
3. Be sure to use your *departmental email alias* as your username, since that would be the most probable email used to create your account.
4. Click on the “Lenovo Authorized Warranty Service Provider Training” link.
5. Next search for the courses that are required or of interest to you. (e.g “AWSP - Warranty Basics for Technicians (RXWT1)”)  
6. Click on the link to take the assessments and you will be certified upon successful completion.  
   **NOTE:** Certifications do not transfer to the Claims system for 24 hours after successful certification.

**Step 3: Perform repairs as needed.** You can always send questions about this program to hardware@oit.gatech.edu.

**Answers to Common Questions about this training program:**

**How long is the certification good for?**

Certifications are valid for one year and must be updated annually. There are update exams provided that allow technicians to re-certify by only reviewing new training with no need to review the past training again.

**How many people in a department can be certified?**

Georgia Tech can have an unlimited number of technicians but only 10 will be able to order parts. If Georgia Tech needs more than 10 technicians for ordering parts Lenovo can make a change to allow more accounts access.
How does Lenovo know that a certified technician performed a repair on a particular machine if that machine then has another problem while still under warranty? The technician is required to process the parts request via an online eclaim system. Historical records can be obtained by the Technician or the Service Manager.

Who is responsible if a repair is not performed properly?
Per the Lenovo agreement, Customer shall bear full and sole responsibility for the acts and omissions of Customer’s employees and agents relating to Warranty Service that it performs under this Agreement.