

HPE Aruba Networking Education Services training FAQ and resources

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Q1. Does HPE Aruba Networking have an e-learning program so that I can take courses remotely?

A1. Yes, HPE Aruba Networking offers self-paced, online training courses and self-directed labs. [Visit the HPE Aruba Networking training calendar.](#)

Q2. Can I obtain the course materials without attending the course?

A2. Course materials are provided only to students who attend courses.

Q3. Are there prerequisites for HPE Aruba Networking courses?

A3. Some of the courses do have prerequisites or strongly suggested training. For more information, visit the training page, search for the course you are interested in, and then select it. The course prerequisites will be listed.

Q4. How do I enroll in a course?

A4. For enrollment links for HPE Aruba Networking training courses, [visit the HPE Aruba Networking training calendar.](#) For step-by-step registration instructions, [view the training registration guide.](#)

Q5. I enrolled in a course; however, I have not received any further class information.

A5. Open enrollment students can expect an immediate email from arubatraining@hpe.com titled **Registration Acknowledgement**. A second email titled **Registration Confirmation** will be received in the week leading up to course start date with information to access the course.

Q6. I enrolled in e-learning and do not know where to launch the course.

A6. To access your course, [log in to the HPE Aruba Networking Education Service training site](#), select **My Profile** and **Launch**.

Q7. How do I request additional lab practice time?

A7. [Register for additional lab time.](#)

Q8. Are HPE Learner IDs required to take the training?

A8. Yes, all learners must obtain an HPE Learner ID to register for HPE Aruba Networking training and exams. [Request an HPE Learner ID or check to see if you have an existing HPE Learner ID.](#)

Q9. What languages are HPE Aruba Networking courses offered in and in which locations?

A9. HPE Aruba Networking offers instructor-led courses virtually and at locations around the world. We have instructors who can teach in English, Spanish, French, and Chinese. Most materials are in English. Check the HPE Aruba Networking training calendar to view upcoming courses offered globally by HPE Aruba Networking Education Services and our authorized learning partners. You can filter by language on the search page. For additional languages, [email us a request.](#)

Q10. Can courses be taught at my site?

A10. It is possible to set up classes in additional sites based on demand. To arrange a private class, contact your HPE Aruba Networking account manager or [send a request](#). Private courses are subject to a minimum number of students, [visit the HPE Aruba Networking Education Services private training guide for more](#) information on private courses.

Q11. Are there penalties for canceling a class?

A11. Learners can reschedule their class or receive a full refund if the class start date is outside of 14 calendar days and the payment method received will be applied to the new class.

There will be no refund if a rescheduling or cancellation request is made within 14 calendar days of the class start date.

Q12. Is there a community of HPE Aruba Networking certified professionals? How can I connect with certification holders?

A12. The Airheads Community is a place for HPE Aruba Networking certified professionals to collaborate and connect on HPE Aruba Networking training and certification. [Learn more about our certification distinction program.](#)

Q13. What does the Rev. # at the end of each course name signify?

A13. The **Rev. #** at the end of each course name indicates the year and fiscal quarter the course was released in, and the version of the course. For example, **Rev. 19.21** means **Revision 2019, fiscal quarter 2, version 1.**

Q14. I passed an HPE Aruba Networking assessment exam and have not received my Credly badge.

A14. After earning your certification, you will receive an email from Credly with instructions on how to obtain your digital badge. You'll be asked to set up an account—or asked to log in if you already have a Credly account—from there, you will be able to add your digital badges to your profiles. This may take up to two weeks to receive.

Q15. How do I receive my digital certification badge on Credly, and how do I download my certification badge insignia?

A15. You will receive an email from Credly with instructions to accept your digital badge and download the badge insignia. For additional questions regarding digital badges, [visit Credly support.](#)

Q16. If I fail a certification exam, how many times am I allowed to take the exam again?

A16. If you fail an exam, you may retake the exam. For associate and professional level certification exams, you must wait 14 days if the previous two attempts were within 14 days. For expert-level certification exams, you must wait 30 days. **Note:** The fee for a retake exam is the same as for an original exam. [View HPE exam certification policies.](#)

Q17. Who do I contact for SASE technical training support?

A17. For support, [contact SASE-Training.](#)

Q18. I am having an issue reserving my self-directed remote lab.

A18. For support, [email us.](#)

Q19. I am having a technical issue with a Self-directed remote lab.

A19. For support, [email us.](#)

To contact a support agent for questions about system access, training, or certification, [email us.](#)

Learn more at

[HPE.com/us/en/networking/hpe-aruba-networking-education-services](https://hpe.com/us/en/networking/hpe-aruba-networking-education-services)

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