Lexmark’s New Training and Certification Management System

Today, April 21st, 2014, Lexmark is launching the new Service Training site - Lexmark University: Support and Service.

*Note:* Prior certification and training records for Lexmark in-service products and current technology will transfer to the new system.

As part of this transition a new userid has been created for you. This will allow you to access Lexmark’s Partner Portal and our New Training and Certification Management System with just one id. Before you can access the new systems you must complete the registration process and change your password by clicking on the “forgot your password” link on the Lexmark Service Portal site ([https://service.lexmark.com](https://service.lexmark.com)). Once you have done this you will be able to access the new site at [https://lexmarku.skillport.com](https://lexmarku.skillport.com).

Check out this brief 3 minute video about the transition and this 20 minute video to learn more about the new training and certification management system.

The new site will bring to your team the following improvements and features:

- You’ll use your Lexmark Partner Portal ID and password to sign in. This Lexmark single sign-on will eliminate the need for multiple usernames and passwords. You and your technicians will be able to access the site directly once logged in (with the same ID and Password used for the Partner Portal). If you forgot your password please visit the Lexmark Service Portal ([http://service.lexmark.com](http://service.lexmark.com)) and click the ‘forgot password’ link.

- **Easier navigation** through courses and a more intuitive interface mean service technicians can get the training they need faster and more efficiently.

- **Broader browser support** means training can be accessed via Firefox, Chrome, Safari, or Internet Explorer.

- Certifications will be **automatically updated** and tracked in one place, making it easier for you to track which employees can service specific Lexmark products.

- You’ll be able to create **reports** to check training coverage across all Lexmark products for your employees, and your technicians will be able to check training certifications.
The Bottom line: You and your employees need the right training and certifications to do your jobs. Lexmark University: Support and Service will provide a better overall user experience and make it faster and easier to access training, manage certifications, and stay in compliance.