Continuing Education User Guide

The Cisco Continuing Education Program offers Associate, Specialist, Professional and Expert level Cisco certification holders flexible options to recertify by completing a variety of pre-approved eligible activities. Use the Continuing Education portal to view a catalog of eligible activities/trainings and submit claims for Continuing Education (CE) credits.

Get started.

Log in to the CE Portal at https://ce.cisco.com and accept the terms and conditions.

You must be actively certified, and your Cisco.com ID(s) must be associated with your certification profile (CSCO ID/number) to log in.

- If you complete CE activities under various email addresses (for example; work vs. personal), ensure each is registered on Cisco.com, and open a support ticket to have your additional Cisco.com ID(s) added to your profile in the Certification Tracking System.

- FAQ: Continuing Education & Cisco.com accounts

Approved activities → **Earn credits** = **Recertification**

My Dashboard

On the CE dashboard, you can find important announcements

See your certification summary in the *Certification* table

View your CE claim history in the *My Item(s)* table

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Item Catalog

On this page, view the items that are eligible for CE credits and their corresponding credit value. Filter option available.

Item Types:

- **Instructor-led Training (ILT)**—in-person or virtual (vILT) training delivered by an external authorized Learning Partner.

- **Cisco Direct Delivery**—digital/self-paced e-learning completed from Cisco Digital Learning (CDL), or specialized instructor-led workshops delivered by groups within Cisco.

- **Cisco U. Learning Path**—Eligible learning paths completed through Cisco U.

- **Activity**—Primarily used for item authoring by SMEs working directly with EPM. May also be used for special offerings that do not fall into any other item type.

- **Cisco Live Training**—Eligible technical sessions listed on CE program public site, consistent across events. Cisco.com account used to register for Cisco Live, must be associated with certification profile (CSCO) to earn credits.

- **Derivative Works**—Custom ILT courses using partial Cisco content, developed by authorized learning partners, approved as a DW, and eligible for CE credits.

- **Automation Bootcamp**—Intensive hands-on immersive training experience in various Cisco automation technologies.

- **Networking Academy Training**—courses delivered through Networking Academy.

- **DevNet**—training courses delivered through DevNet.

Important to note:

Through efforts to improve candidate experience, the Item Catalog is constantly being updated and refined. Some Item Type icons may not appear, and item categories may change. These elements do not impact your ability to claim credits.

If a training is eligible for CE credits, it is eligible regardless of delivery modality. There may be a delay in an item being listed or removed in our catalog for a specific training, version, or delivery option. We appreciate your patience.

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Complete Eligible Activities

- When registering for a course, *ensure it is an authorized delivery*.
- CE credits will not be granted for gray-market deliveries because Cisco cannot validate completion or attest to the accuracy of content being delivered.
- Good resources for finding authorized deliveries include:
  - Cisco Learning Locator
  - Cisco Learning Network Store
 - Cisco U.
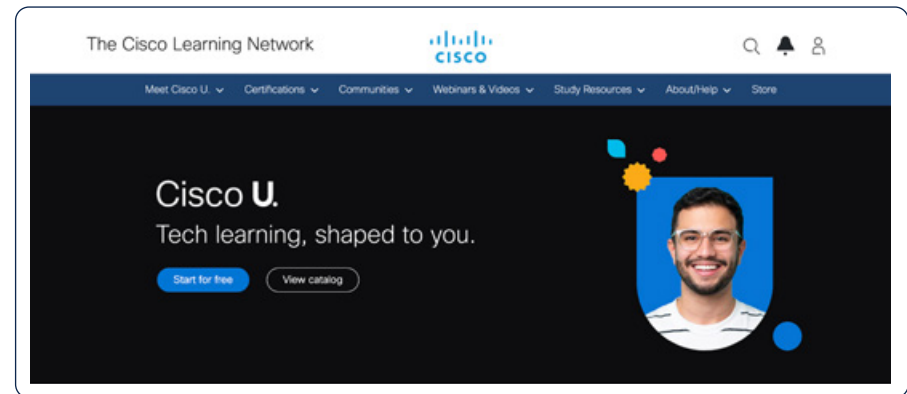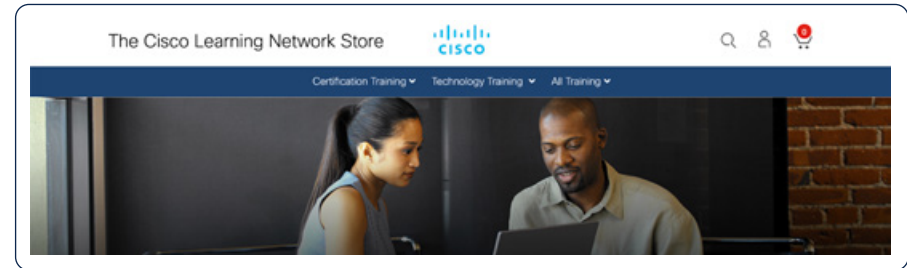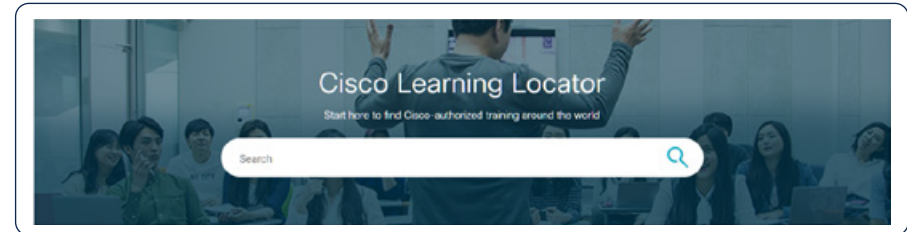
Submit Items

CE credits are now automatically awarded for most eligible activities.

- To automatically earn credits (where applicable), ensure the Cisco.com account you are using to complete the training is mapped to your CSCO profile.
- CE credits for most items will be automatically awarded within 48 hours of completion.
- There are a number of scenarios where a manual claim submission may still be necessary. For example:
  - The item isn't included in our automation yet
  - The activity was completed from a Cisco.com account that wasn't associated with an active certification profile
  - You have not logged in to the CE portal and accepted the CE user agreement (this will result in a denied claim appearing in your claims table that you will see once you do log in. You must manually submit a claim to receive your credits)
  - The activity was completed prior to Nov. 28, 2023 (when automation went live)
  - The Learning Partner that delivered your training has not marked your completion in the appropriate system (CLNSpace)
  - Something failed, it happens

When in doubt, you can always manually submit a claim to ensure you receive your credits. When manually submitting a claim, remember:
- Claims must be submitted within 365 days of completion
- Claims must be submitted from the Cisco.com account used to complete the eligible activity

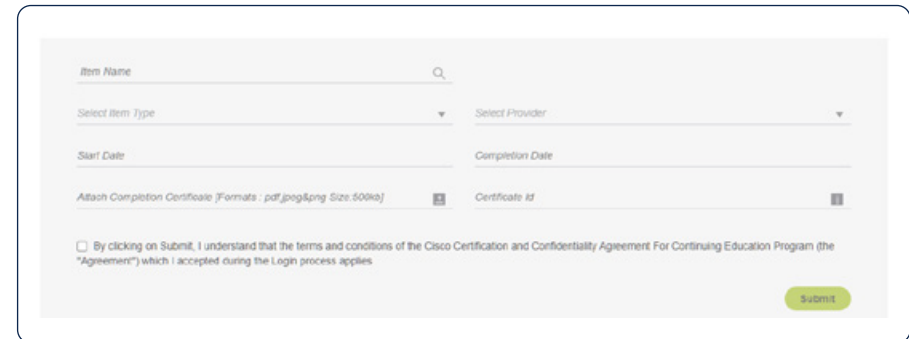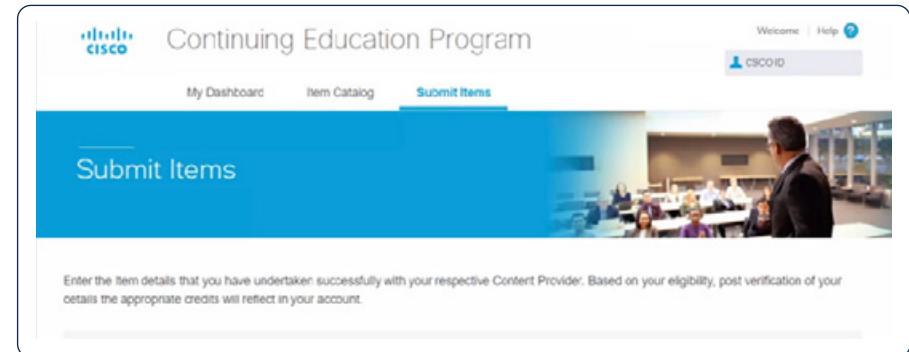The next page provides instructions to help you manually submit a claim.
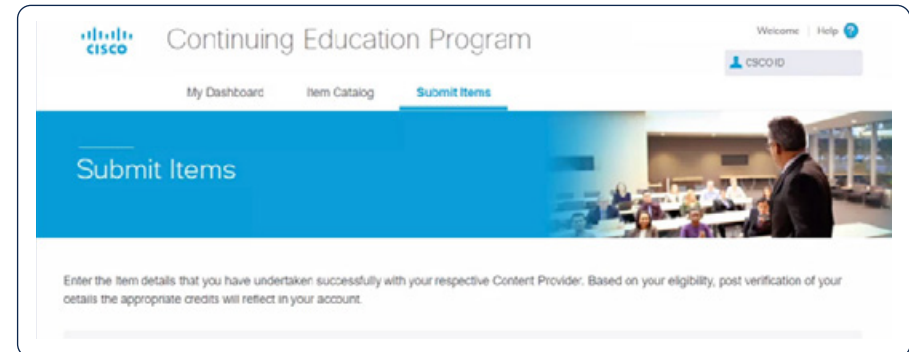
Submit Items

You must know the following details regarding the activity you completed:

- Item Name & Version—starting point for all claims, start typing training name or acronym and options will populate.

  - Be sure to select the correct item name and version. Hitting 'Enter' selects first value in populated list of options.

  - For ILT courses, select the version that your student kit access code was originally issued against, regardless of the version listed on your certificate of completion or whether updated training materials/versions have been made available to you.

- Item Type—options presented will depend on the item name selected, see pg. 3.

- Item Provider—options presented will depend on the item type selected.

  - When submitting an ILT claim, consult your Learning Provider to determine which site name you should select.

- Start Date & Completion Date—must match training record

- Certificate of Completion—only required to submit for 'Cisco Direct Delivery' item type, see pg. 3.

- Certificate ID—located in bottom right corner of ELT completion certificates, beginning with 'CDLL-'.

  This is used to auto-validate ELT (digital/e-learning) claims. *If your certificate of completion does not contain a certificate ID you may leave this field blank.*

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View submitted claims on your dashboard

- Automated CE credits timeline:

  - Credits for digital/online e-learning, or Cisco U. Learning Path, should be awarded instantly upon completion, but may take up to 48 hours. If you do not receive your credits within 48 hours of completion, please manually submit a claim.

  - Credits for Instructor-led training are awarded as soon as your Learning Partner marks your completion in the appropriate system. We've asked our Learning Partners to indicate course completion within 2 business days of the end of the class. If you do not receive your credits within 2 business days of completion, please manually submit a claim.

  - CE credits for eligible Cisco Live technical sessions will be automatically awarded within 2 business days following the conclusion of the event. Credits for Capture-the-flag activities completed at a Cisco Live event will be awarded at the end of each day of the conference.

- Manually submitted claim approval times:

  - While most Continuing Education claims are validated within seven days of submission, it can take up to 30 days for a claim to be validated.

  - Please only open a support case if your claim has been pending for more than 30 days. Credits for valid claims will retroactively apply towards your recertification based on completion date, not submission or approval date.

My Item(s)

Item Name	Select Status		Apply

Item Name ▲	Status	Item Type	Credits	Start Date	Completion Date	Expiration Date
Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR) 1.2	Earned	Instructor Led Training	64	12-Sep-2022	16-Sep-2022	16-Sep-2025
Designing Cisco Enterprise Networks (ENSLD) 1.0	Pending	Cisco Direct Delivery	40	17-Oct-2022	02-Nov-2022	
CyberOps Associate ⓘ	Denied	Networking Academy Training	30	01-Oct-2022	30-Oct-2022	

View submitted claims on your dashboard

Claim statuses:

- **In Progress**—occasionally automated claims may fall into this status for a variety of reasons. Please wait five business days for the claim to show 'Earned'. If the claim is still "in progress" after five business days, please open a support case.

- **Earned**—claim has been validated and credits are applied towards your recertification progress based on the activity completion date. Credits are valid for 3 years.

- **Pending**—claim is pending validation by provider.

- **Denied**—claim could not be validated. There are several reasons why a claim may be denied; from inadequate completion, unexpected behavior, mismatched credentials, or CE policy enforcement. Hover over the icon for details or contact your provider for an explanation.

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Implementing Cisco SD-WAN Solutions (SDWAN300) 1.0 — InvalidCourseCertificationDetails — Denied

Track your recertification progress

CE credits are applied (redeemed) automatically towards recertification.

- Recertification is based on activity completion date, not claim submission date.

- Candidates should check the Certification Tracking System or CCIE Tracker regularly to monitor their accumulated CE credits and recertification progress, *not* the CE portal.

View CE items:

1. From the Certification Tracking System left panel, click Testing History > Continuing Education. This will display a list of activities and earned CE credits. By default only 25 items are shown per page.

2. Please open a support case if any activities showing 'Earned' in the CE portal are missing in this list.

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Track your recertification progress

For Associate, Specialist, and Professional certifications:

1. From the Certification Tracking System left panel, click Certifications > Continuing Education Progress. This will show your current recertification progress based on using CE only. (Does not account for exam + CE recertification options).

2. Click the Certification name that you wish to review. Current progress is shown by default. Click 'History' to see how CE credits applied towards previous recertifications.

3. Hover over the information icons ⓘ to see a breakdown of credits applied.

Hint: For a streamlined view, collapse the logic tree by clicking each folder icon

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For Expert certifications:

1. Once logged in to the CCIE Tracker, hover over the ⊘ icons to see credits previously applied to prior recertification cycle (top) and the remaining credits applying toward your current recertification cycle (bottom).

2. The Tracker updates dynamically. View the bulleted list to show remaining requirements you can satisfy.

CCIE Tracker

| Dashboard | Exam Scheduler | Credit Card Payment | Payment History |

Prerequisites

✔ Your CCIE status is Re-certified (CCIE#   ·) ❷

✔ Your next CCIE Recertification due by Jan 29, 2024 ❷

Date	Track	Score	Status
January 29, 2021	Implementing Cisco Enterprise Advanced Routing and Services	905	Pass

You have accumulated the following credits:

Event Type	Title	Date	Credits
CE	DevNet Associate Fundamentals	23-Feb-2021	48
	Total		48

Complete one of the following to recertify:
- 1 Expert level lab exam
- 1 CCDE written exam
- 1 Core exam
- 2 Concentration exams
- 1 Concentration exams & 32 CE credits
- 72 CE credits

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Recertify

Certified individuals have various options to recertify depending on the credentials held. All certification levels have a three-year rolling recertification period. Recertification occurs automatically and new expiration is three years from the date that criteria is satisfied.

Associate & Specialist Certifications can recertify by:

- Exam only
- CE credits only

Professional & Expert Certifications can recertify by:

- Exam(s) only
- CE credits only
- CE credits + Exam(s)

All lower-level certifications are automatically recertified by earning, or recertifying, a higher-level certification. (i.e.; Specialist recertifies Associate, Professional recertifies Specialist and Associate, and Expert recertifies Professional, Specialist, and Associate level certifications).

Entry level certifications are not eligible for CE credits.

* CCST certifications are valid for lifetime and will not have an expiration date. Therefore these certifications will not require recertification.

** CCT Collaboration, Data Center, or R&S cannot be recertified with CE credits, but will recertify if credits are used to recertify a higher certification.

Please visit our Recertification page for a complete list of available recertification paths.

Certification level & duration	Continuing Education only	Combination of Continuing Education & Exam
Associate - 3 years	Earn 30 CE credits	
Specialist - 3 years	Earn 40 CE credits	
Professional - 3 years	Earn 80 CE credits	• Earn 40 credits AND pass one professional level exam
CCIE - 3 years	Earn 120 CE credits	• Earn 40 credits AND pass one technology core exam • Earn 40 credits AND pass any two professional level exams • Earn 80 credits AND pass any one professional exam
CCDE - 3 years	Earn 120 CE credits	• Earn 40 credits AND pass one technology core exam • Earn 40 credits AND pass any two professional level exams • Earn 80 credits AND pass any one professional exam

More information

For more information on the Cisco Continuing Education Program, visit us online.

For questions or help resolving issues open a case here.