

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 <u>Continuing Education portal</u> 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 <u>https://ce.cisco.com</u> and accept the <u>terms and conditions</u>.

Submit

Items

Submitted

Claims

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 <u>Certification Tracking System</u>.

FAQ: Continuing Education & Cisco.com accounts



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Recertify

Options

Track

Progress

My Dashboard

On the CE dashboard, you can find important announcements Update: CPLL-Lite courses are NOT eligible for CE credits. Update: CCIE's can track their CE progress by logging into the CCIE tracker.

Certification

To track the number of credits applied towards recertification, please log into your Certmetrics account>>Certifications>>Active Certifications. Then click on the individual certification to check how many credits have been counted towards its recertification.

Certification	Certification Level	Last Extension	Expiration Date	Days to Expire	Cert Status
CCIE Certification - ISP Dial	Expert	20-Jan-2011	31-Dec-2017	-1235	CERT
CCIE Certification - Routing & Switching	Expert	20-Jan-2011	31-Dec-2019	-505	CERT
CCIE Certification - Security	Expert	20-Jan-2011	31-Dec-2017	-1235	CERT
CCDP	Professional	20-Jan-2011	06-Jul-2040	6988	CERT

/y ltem(s)						
item Name		Select Status		- · AP	pły	
Item Name 🛦	Status	item Type	Credits	Start Date	Completion Date	Expiration Date
ACI Programmability (ACIPRG) 3.0	Pending	Instructor Led Training	70	09-Feb-2020	17-Feb-2020	
Activity 15 Nov 🕕	Denied	Activity	550	02-0d-2021	08-Nov-2021	
ACTIVITY 15 NOV	Earned	Activity	550	01-Nov-2021	15-Nov-2021	15-Nov-2024
Activity 25 March1	Earned	Activity	1000	03-Mar-2020	23-Mar-2020	23-Mar-2023

See your certification summary in the *Certification* table

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

Track

Progress

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 <u>item authoring by SMEs</u> working directly with EPM. May also be used for special offerings that do not fall into any other item type.
- Cisco Live Training—<u>Eligible technical sessions</u> 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.

cisco Contantaling Educat	ion Program	m	Welcome Help 🕜
My Dashboard Item Catalog	Submit Items		
Item Catalog			
Search for Items			
ltem Name	Q. Select C	Category	*
Select Item Type	Ŧ		
💶 Instructor Led Training 🚺 Cisco Digital Let	aming 📝 Activity	Gisco Live Training	Search Black Belt Academy Aligned
Item Name 🛦	item Type	Category	Credits
A-SDW-APPEXP - The SD-WAN Mastery Collection -	1	Cisco Learning Services (Direct Delivery)	6 View Details
Managing the Application Experience - For Customers			
Managing the Application Experience - For Customers A-SDW-CTRPLN - The SD-WAN Mastery Collection – Bring Up The Control Plane Devices - For Customers	ing 🔟	Cisco Learning Services (Direct Delivery)	2 View Details
Managing the Application Experience - For Customers A-SDW-CTRPLN - The SD-WAN Mastery Collection – Bring Up The Control Plane Devices - For Customers A-SDW-DATPLN - The SD-WAN Mastery Collection – Deploying The Data Plane- For Customers	ing 🔟	Cisco Learning Services (Direct Delivery) Cisco Learning Services (Direct Delivery)	2 View Details 6 View Details

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
 - <u>Cisco U.</u>







Track

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.*



Item Name	Q,		
Select Item Type	Ŧ	Select Provider	v
Slart Date		Completion Date	
Attach Completion Certificale (Formats : pdf.jpeg&png Size:508kb)	В	Certificate Id	
By clicking on Submit, I understand that the terms and conditions of I "Agreement") which I accepted ouring the Login process applies	the Clisco C	ertification and Confidentiality Agreement For Co	ntinuing Education Program (the

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.

al results							
tem Name		Select Status		т Ар	PY		
tem Name 🛦	Status	item Type	Credits	Start Date	Completion Date	Expiration Date	
replementing and Operating Cisco Enterprise letwork Core Technologies (ENCOR) 1.2	Eamed	Instructor Led Training	64	12-Sep-2022	16-Sep-2022	16-Sep-2025	
lesigning Cisco Enterprise Networks (ENSLD) .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		

Item

Catalog

Track

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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tem Name		Select Status		- Ap	PY	
tem Name 🛦	Status	item Type	Credits	Start Date	Completion Date	Expiration Date
replementing and Operating Cisco Enterprise letwork Core Technologies (ENCOR) 1.2	Eamed	Instructor Led Training	64	12-Sep-2022	16-Sep-2022	16-Sep-2025
esigning Cisco Enterprise Networks (ENSLD) .0	Pending	Clisco Direct Delivery	40	17-Oci-2022	02-Nov-2022	
yberOps Associate 🚺	Denied	Networking Academy Training	30	01-Oct-2022	30-Oct-2022	

Implementing Cisco SD-WAN Solutions Denied (SDWAN300) 1.0 (1 < InvalidCourseCertificationDetails

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 <u>Certification Tracking System</u> or <u>CCIE Tracker</u> regularly to monitor their accumulated CE credits and recertification progress, *not* the CE portal.

View CE items:

- 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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номе	♥ Q Sear	ch				82
PERSONAL INFO \sim						
				Ite	erns per page:	25 ▼ 1+25 of 27 (C >)
ESTING HISTORY	-					
Continuing Education Exams	Group	Name	Active Date	Expire Date	Points	Course Name
INTIFICATIONS ~	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	4	CUST-SDA-ISE - Preparing the ISE for SD-Access (for Customers) v1.0
NEPTTS ~	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	The SD-WAN Mastery Collection - Managing the Application Experience - For Customers (A-SDW-APPEXP
ANSCRIPTS & DIGITAL BADGES $$	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	1	The SD-WAN Mastery Collection - Managing the Application Experience - For Customers (A-SDW-APPEXP
ER GUIDE IS	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	The SD-WAN Mastery Collection – Deploying The Data Plane- For Customers (A-SDW-DATPLN)
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	1	The SD-WAN Mastery Collection - Deploying The Data Plane- For Customers (A-SDW-DATPLN)
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	2	The SD-WAN Mastery Collection - Bringing Up The Control Plane Devices - For Customers (A-SDW-CTRPLN)
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	Securing Branch Internet and Cloud Access with Cisco SD-WAN (A-SDW-BRSEC)
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	Securing Branch Internet and Cloud Access with Cisco SD-WAN (A-SDW-BRSEC)
	Continuing Education	Cisco CE Credita	2023-02-01	2026-02-01	1	Securing Branch Internet and Cloud Access with Cisco SD-WAN (A-SDW-BRSEC)
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	Planning and Deploying SD-Access Fundamentals (for Customers) (CUST-SDA-FUND)v1.0
	Continuing Education	Cisco CE Credits	2023-02-01	2026-02-01	5	Planning and Deploying SD-Access Fundamentals (for Customers) (CUST-SDA-FUND)v1.0
	Continuing	Cisco CE	2023-02-01	2026-02-01	2	Planning and Deploying SD-Access Fundamentals (for

Track your recertification progress

For Associate, Specialist, and Professional certifications:

- From the <u>Certification Tracking System</u> 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 (i) to see a breakdown of credits applied.

ERTIFICATIONS ^	Status	Name	Code	Progress Start Date	Progress End Date	Progress	
Cert Status & Download PDF Agreement	In Progress	CCNP Data Center	CCNP-Data Center	2023-02-06	2026-02-06	29 of 80	36%
Continuing Education Progress	In Progress	CCNA	CCNA	2023-02-06	2026-02-06	19 of 30	63%
Certificates & Plaques	In Progress	Cisco Certified Specialist - Data Center Core	CCS-DCCore	2023-02-06	2026-02-06	29 of 40	73%
	In Progress	Cisco Certified Specialist - Data Center Operations	CCS-DCOps	2023-02-06	2026-02-06	29 of 40	73%

Current Progres	S	HISTORY	Cisco CE Credits
 1 - Required: 1 1.1 - Required: 1 1.2 - Required: 3 Completed: 5 	0 Completed: 4	Hint: For a streamlined view, collapse the logic tree by clicking each folder icon	Active: 2022-09-16 Expires: 2025-09-16 Points: 5 Active: 2022-09-16 Expires: 2025-09-16 Points: 5
	Conco		
listory		PROGRESS	Active: 2022-09-16 Expires: 2025-09-16 Points: 5 Active: 2022-09-16 Expires: 2025-09-16 Points: 5
listory 2022-09-16 Credential extension	1 - Required: 1 1.1 - Req	PROGRESS	Active: 2022-09-16 Expires: 2025-09-16 Points: 5 Active: 2022-09-16 Expires: 2025-09-16 Points: 5 Active: 2022-09-16 Expires: 2025-09-16 Expires: 2025-09-16

Track your recertification progress

For Expert certifications:

- Once logged in to the <u>CCIE Tracker</u>, hover over the ⑦ 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.

		oroun odra r aymen	Paymen	t History	
Prerequis	ites				
🧳 Your C	CIE status is Re-certi	ified (CCIE# ·)		0	
Your new particular for the second	ext CCIE Recertificati	ion due by Jan 29, 2024	ł	0	
Dette	Track	S	core Sta	Status	
Date					
Date					

Event Type	Title	Date	Credits
CE	DevNet Associate Fundamentals	23-Feb-2021	48
	Total		48
 1 CCI 	DE written exam		
1 CCI1 Corr	DE written exam e exam		
 1 CCI 1 Con 2 Con 	DE written exam e exam centration exams		
 1 CCI 1 Con 2 Con 1 Con 	DE written exam e exam centration exams centration exams & 32 CE credits		

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 <u>Recertification page</u> 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
		Eam 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, <u>visit us online</u>.

For questions or help resolving issues open a case <u>here</u>.



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