Frequently Asked Questions: Cisco NetSpace for Students

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This FAQ provides information to help Cisco Networking Academy® students understand Cisco NetSpace and how to successfully get started in this new learning environment.

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Q1.   What is Cisco NetSpace?
A. Cisco NetSpace is the name of our new online learning environment replacing Academy Connection. NetSpace features Canvas® from Instructure, a learning management system with integrated collaboration and communication services designed for today's digital-savvy students. NetSpace makes it easy for students to develop critical 21st century skills as part of the learning experience, to provide a competitive edge in today's workforce and in life.

Q2.   How can I get help with NetSpace?
A. If you need help with NetSpace, please contact your academy instructor.The Networking Academy Support Desk is also able to help support students in several languages, including English, Arabic, Portuguese, Spanish, French, German and Japanese. You can contact us using the following email address: academysupport@netacad.net

Q3.   I am still using Academy Connection, how can I get access to NetSpace?
A. You must first be enrolled in a NetAcad course by an instructor that is using NetSpace. Contact your instructor to find out more about his/her plans to move to the NetSpace classroom environment.

Q4.   What is the recommended browser for the NetSpace site?
A. NetSpace performance is best with the two most current versions of the following browsers: Google Chrome, Internet Explorer, Safari and Mozilla Firefox.

Q5.   What is an acceptable format for my screen name in NetSpace?
A. When you log in to NetSpace for the first time, you will be asked to complete the initial registration of your profile. A screen name will be generated based on your first and last name. You can change the screen name if you prefer to something different than what the system recommends.

- It can be no more than 40 characters
- It cannot contain spaces
- Your screen name must contain English characters
- All screen names are case sensitive

If the new screen name you enter doesn't conform to these rules, the system will display a specific error message explaining the conflict.

Q6. How can I reset my NetSpace password?

A. Students should use the Forgot Password process to reset their password. Click the **Forgot Password** link at the bottom of the NetSpace sign in area to start the process.

Q7. Why is my date of birth required when I register my profile?

A. NetAcad offers a variety of online services and tools to NetSpace users that have certain legal limitations and liabilities associated with them. In order to protect our program participants and Cisco from misuse of those services and tools, we have built authentication logic into NetSpace. This system is used to validate users who are of legal age based on their date of birth and the age verification agreement. If these user-driven responses do not match the minimum age limits, then we are unable to extend these services to the user.

All NetSpace users are now required to enter their date of birth in their profile. Please be assured that this information is confidential and will only appear in your private user profile.

Q8. How can the date of birth be changed?

A. Once a date of birth is entered the user will be unable to modify the value online; it is important that the information be entered correctly. In the event that the date of birth is entered incorrectly, you will need to contact the Support Desk for assistance.

Q9. How can NetSpace users download Cisco Packet Tracer?

A. Packet Tracer software is available for all users of NetSpace to download. Links to access or download Packet Tracer are located within the NetSpace classroom environment.

Q10. What happened to the Alumni Connection area and Forums and Chat in Academy Connection?

A. With the release of NetSpace, the Alumni Connection area, including Forums and Chat, has been removed from Academy Connection. Cisco will be designing a new Alumni program with benefits and offerings for Networking Academy alumni. NetAcad alumni are encouraged to join others from around the world who have been part of the Cisco Networking Academy program on Facebook or Linked In.

Q11. Will access to historical information about my classes in Academy Connection still be available after upgrading to NetSpace?

A. Both instructors and students will be able to access Academy Connection to see historical information through June 31, 2013. Beginning in July 2013, requests for historical information will need to be made by contacting the Networking Academy Support Desk.

Q12. What is the difference between Cisco NetSpace and Academy NetSpace?

A. Cisco Netspace is our new interactive learning environment replacing Academy Connection. Academy NetSpace is the gaming site available at www.academynetspace.com. To avoid confusion, we have renamed links and references to the gaming site to "Academy NetSpace Games." The site URL and site content will remain the same. In the future we plan to incorporate the games into the Cisco NetSpace environment.