Cisco Confidential.

Cisco Certification Exam Discount Vouchers

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This document provides detailed information on the Cisco® certification exam discounts that are available to qualified Cisco Networking Academy® students and instructors. Please contact Networking Academy™ Support by clicking **Help** at the top of your Cisco NetSpace homepage, if you have questions after reviewing this information.

FAQ Table of Contents

Voucher Overview

Q1.   What are certification exam discount vouchers?

Exam discount vouchers allow qualified Networking Academy students and instructors to take the following Cisco CCNA® certification exams at a reduced cost:

ICND1 (640-822)

ICND2 (640-816)

CCNA Composite (640-802)

CCNA Security IINS (640-554)

The following policies apply to certification exam discounts:

Your discount must be used in the same region where you completed your Networking Academy training.

Absolutely no exchanges, refunds, or extensions will be granted.

A discount must be used by its expiration date. No extensions will be given.

The exam discount is **valid for one use only**. Candidates who fail the certification exam will not be issued a second exam discount.

Q2.   What is the difference between a discount and a voucher?

Ultimately, both a discount and a voucher result in the same reduced certification exam price for eligible students and instructors. The difference in terminology reflects how the reduced price is processed in the Cisco and Pearson VUE systems. Networking Academy is transforming the way that it delivers certification price reductions to students and instructors. During this transition, you may notice the term discount being used more frequently than the term voucher.

Q3.   What is the value of the certification exam discount?

Learning@Cisco has made exam discounts available to eligible Networking Academy candidates for 58 percent off the full price of the ICND1 (640-822), ICND2 (640-816), and the CCNA Composite (640-802) exams. An exam discount of 50 percent is available for the CCNA Security IINS (640-554) exam for candidates completing CCNA Security v1.1.

Note that exam discount promotions are subject to change and exam prices may also change without notice. Candidates are encouraged to check the value of the discount and the price of the exam when they wish to request a discount. We also encourage you to request your discount and take your exam in a timely manner to minimize the chances of being negatively affected by a change.

Q4.   How do I qualify for a certification exam discount?

To receive a Cisco CCENT™ certification exam discount (ICND1 640-822), candidates must pass the first two Cisco CCNA Discovery courses, Networking for Home and Small Businesses and Working at a Small-to-Medium Business or ISP, receive course completions from their instructor in the NetSpace grade book, and receive a score of 75 percent or higher on their first attempt to pass the final exam for Working at a Small-to-Medium Business or ISP.
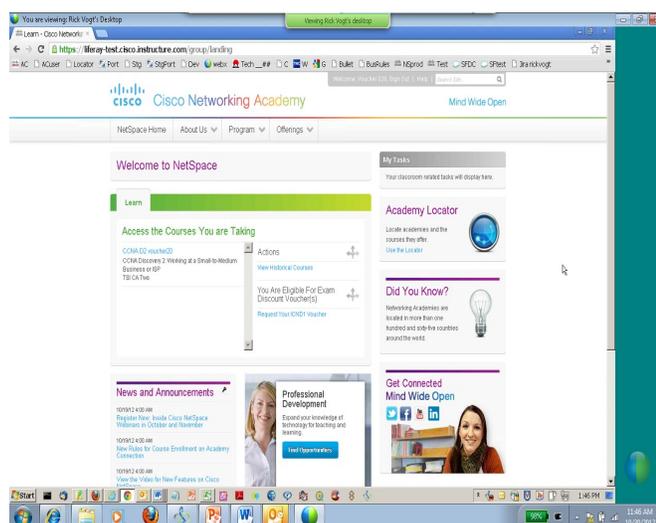
For a Cisco CCNA certification exam discount (ICND2 640-816), candidates must pass all four courses of either the CCNA Discovery or CCNA Exploration curriculum, receive course completions from their instructor in the NetSpace grade book, and receive a score of 75 percent or higher on their first attempt to pass the final exam for the final CCNA Discovery course, Designing and Supporting Computer Networks, or the final CCNA Exploration course, Accessing the WAN.

For a Cisco CCNA Security certification exam discount (IINS 640-554), candidates must pass CCNA Security v1.1, receive a course completion from their instructor in the NetSpace grade book, and receive a score of 75 percent or higher on their first attempt to pass the final exam for the CCNA Security course.

Q5.   How will I know if I have qualified for a certification exam discount?

Qualifying candidates will receive an email notification that they are eligible for an exam discount voucher. Additionally, they will see a Request Voucher link on the Learn tab of their NetSpace homepage after their instructor indicates they have completed a qualifying course in the grade book.

These are the links that may appear on the Learn tab of the candidate's homepage:

Note: If you do not receive notification or see a link, it means you have yet to qualify.

Q6.   How many certification exam discounts can a Networking Academy student or instructor receive?

When qualifications are met, a maximum of two exam discounts are provided:

For Cisco CCENT certifications, one exam discount is provided for ICND1 (640-822).

For Cisco CCNA certifications, candidates can choose to take the exam in two parts and receive two discounts: for ICND1 (640-822) and ICND2 (640-816), or a candidate can choose to take the exam in one sitting and receive one discount for the CCNA Composite exam (640-802).

Q7.   How can students and instructors receive additional exam discounts?

Since Networking Academy will issue only one exam discount per eligible candidate per exam, candidates are encouraged to study before the certification exams. Exam discounts cannot be reissued.

Q8.   Can candidates who fail a certification exam use the exam discount a second time?

The exam discount is valid for one use only. Candidates who fail the certification exam will not be issued a second exam discount.

Q9.   How long are exam discounts valid?

When the discount is issued, the expiration date will be displayed on your NetSpace profile page under Certification Exam Discounts and Vouchers. It is also in the Cisco exam discount information email you receive from Ciscoexampromotions@cisco.com.

A discount is valid for **three months from the day you become eligible**. You must request your exam discount voucher and take your certification exam within this time. No extensions will be made to the discount expiration date. For example, if you became eligible and received the request link on your homepage on December 12, 2012, your discount voucher would expire on March 11, 2013.

Note that exam discount promotions are subject to change and exam prices may also change without notice. Candidates are encouraged to check the value of the discount and the price of the exam when they wish to request a discount. We also encourage you to request your discount and take your exam in a timely manner to minimize the chances of being negatively affected by a change.

Q10.   Why is the expiration date on my exam discount different from the date of my classmates?

The date of discount expiration is determined by the date you take your course final exam. Expiration dates of discounts may vary depending on when a candidate completes the course final exam.

Accessing and Redeeming a Discount Voucher

Q11. What is the process for accessing and redeeming a Cisco certification exam discount voucher?

For step-by-step instructions on how to access and redeem certification exam discount vouchers, visit the Cisco Certifications and Vouchers page on NetSpace and click the link Certification Exam Discount Vouchers. Download and review the Step-by-Step Guide to Access and Redeem Cisco Certification Exam Discounts.

Note: Cisco cannot extend the expiration dates of discounts and will not issue replacements, so please check the expiration date of your discount voucher.

Q12.   How do I register for the CCNA certification exam and apply my exam discount through the Pearson VUE website?

To register for a Cisco certification exam at a Pearson VUE test center, follow these steps:

Sign in to your account at www.pearsonvue.com/cisco using a Pearson VUE username and password. Candidates who do not have a username and password can create a web account at the time of registration.

While scheduling your exam, enter your exam promotion code.

If the details of your discount information are incorrect, or you need assistance, contact Pearson VUE.

This discount may only be redeemed upon registration for testing at a Pearson VUE test center and is governed by the following terms:

You must register for and take the exam before the expiration date. Discount expiration dates cannot be extended.

Expired discounts have no monetary value.

Discounts are void if altered or revised in any way.

Discounts may not be redeemed for cash, credit, or refund.

Discounts may not be used for any other exam.

Note: You must verify that the discount has been applied to your exam before you submit your payment when registering for the exam. Cisco will not reimburse students or instructors for discounts.

Q13.   How long will it take for my exam discount request to be completed?

You will receive your promotion or discount code five to seven business days after you validate your email address. You must wait for the discount information email before registering for the exam or you will be charged the full exam price. Please plan your exam date accordingly.

Q14.   How do I locate my exam discount information?

You may review your exam discount information within your NetSpace profile or by checking the Cisco exam discount information email.

Follow these steps to review your exam discount information:

1.   Sign in to [NetSpace](#).

Click your name in the upper-right corner to access your profile.

Scroll down to Certification Exam Discounts and Vouchers and click the Available tab.

Q15.   How do I track my exam discount information?

You can track your discount status on your NetSpace profile page. The following status messages are possible:

a.   "Pending" means that your request is being processed. Processing usually takes five business days. This status could also mean that you have not verified your email address. If so, that issue is noted in red, and you can click the **Resend Email** button to receive the verification email again.

b.   "Available" means you can use your discount and apply the promotion code upon registration at Pearson VUE.

c.   "Expired/Canceled" means the exam discount request has expired or has been canceled and cannot be used.

Q16.   What are some recommended resources for preparing to take a certification exam?

Candidates can access resources through the Cisco Learning Network [Certifications](#) site.

Q17.   I was eligible for a voucher and upgraded my account from Academy Connection to NetSpace. How do I request my voucher in NetSpace if I don't see a link on my homepage Learn tab?

Networking Academy will honor your voucher eligibility. Please contact the Networking Academy Support Desk by clicking **Help** at the top of your homepage. They will validate your eligibility and ensure you have the appropriate link(s) on your homepage Learn tab.

Troubleshooting Accessing and Redeeming Your Discount

Q1. Why do I not see the exam discount request link?

.   Only eligible candidates receive a link for a discount. If you believe you are eligible, check with your instructor to ensure that he or she has entered your course grade as complete. If so, and the link does not appear, click the **Help** link at the top of your homepage to contact Networking Academy Support.

Q18.   After submitting my discount request, when can I register for the exam?

After you submit your request, a verification email will be sent to the email address that you provided. You must have access to this email address after your certification exam date. Do not verify an email address if you know you will lose access to it or if any of your information has changed or is incorrect (name, email address, or mailing address). If any of your information is incorrect, **do not verify**. Go to your NetSpace profile and make the necessary updates, click **Save** and then go back to your profile page and under the Certification Exam Discounts and Vouchers Pending tab click **Resend Email**. Your updated information will be reflected in the new email and then you may verify it.

After you verify your email address, you can register for the exam as soon as you receive your Cisco exam discount information email, which includes your promotion code. The request process takes approximately five to seven business days.

Q19.   Why can't I validate my email address in the verification email sent by Cisco?

Check that you are clicking the complete URL or cut and paste the complete URL into your browser. If you are still having trouble, contact Networking Academy Support by clicking **Help** at the top of your NetSpace homepage.

Q20.   After submitting my discount request, can I change the name under which I requested the discount?

This change can be made, but it will delay your discount.

Contact Networking Academy Support by clicking **Help** at the top of your NetSpace homepage to make the change. Your name must also be updated in the Pearson VUE system when you register for the exam, and you must have legal verification of your name when you take the exam.

Q21.   I received an email from Cisco with a promotion code, but my name is not correct. How do I fix this?

Contact Networking Academy Support by clicking **Help** at the top of your NetSpace homepage to update your name.

Q22.   After submitting my discount request, how can I change my postal address?

Log in to the [Cisco Certification Tracking System](#). You should have received an email from ciscotraining-notify with your login credentials. If you have difficulty logging in, contact [Cisco Certification and Communities Online Support](#).

Note: UPS, the shipping company, cannot deliver to a post office box. If your address is a post office box, packages will be returned as undeliverable. To prevent delays, provide a physical mailing address.

Note: For the Asia Pacific and Japan regions, please be sure to update your preferred mailing address and your localized mailing address on the shipping label in the [Certification Tracking System](#).

Q23.   After submitting my discount request, how can I change the email address associated with my request?

If your email address needs to be changed, do not click the URL to confirm your request in the verification email. Instead, update your email address on your NetSpace user profile, then open the Certification Exam Discounts and Vouchers tab, and click **Resend Email**. Within 24 hours, you will receive an email to verify the new address.

After you receive the new verification email, click the link to confirm your request. Please note that discount processing will not begin until after your verify your information.

After you verify your email address, you will not be able to request an email address change.

Q24.   I cannot find my verification email. What should I do?

If you have not verified your email address, you can request a new verification email through NetSpace.

1.   Check to ensure your email address is correct in your NetSpace profile, and update it as needed.

2.   In your user profile, under Certification Exam Discounts and Vouchers, open the **Pending** tab.

Click the **Resend Email** button and within 24 hours, you will receive a new verification email.

The "Action Required to Receive Your Cisco Exam Discount" email will come from Ciscoexampromotions@cisco.com. Ensure that it is not blocked by your spam filter.

Q25.   If I made a mistake, or I wish to cancel my discount request, what should I do?

After you have confirmed the request by clicking the URL in the "Action Required to Receive Your Cisco Exam Discount" email, you cannot cancel your request. For additional support, contact Networking Academy Support by clicking **Help** at the top of your NetSpace homepage.

Q26.   I received an email from ciscotraining-notify with a CSCO ID. What do I do with this information?

This ID is your login information for the Cisco Certification Tracking System. No action is required to redeem your discount, but this system is your portal for viewing your certifications after you complete the exam. If you have trouble logging into the Certification Tracking System, contact Cisco Certification and Communities Online Support.

Q27.   How do I receive my discount code?

Check your discount status on your NetSpace profile page under Certification Exam Discounts and Vouchers. If you have verified your email address, you should receive the discount code within five to seven business days. If eight business days have passed, contact Networking Academy Support by clicking **Help** at the top of your NetSpace homepage. If you have not verified your email address, ensure your address is correct in your NetSpace profile and click **Resend Email**.

Q28.   How do I use my promotion code?

Use your code when registering for a certification exam through Pearson VUE. For a more detailed overview of this process, view this step-by-step presentation.

Q29.   How do I get a CSCO ID?

When you verify your email address as requested in the "Cisco Exam Registration and Email Validation" from Ciscoexampromotions@cisco.com, this action will trigger the process for creating a CSCO ID.

After the CSCO ID is created, you will receive an email from ciscotraining-notify. Follow the instructions in this email to activate your account and gain access to the Certification Tracking System. For information on using the Certification Tracking System, visit Certification Tracking System: First Time Users.

If you did not receive an authorization code for the Certification Tracking System, visit Certification and Communities Online Support for assistance.

Q2.   Why do I not see the discounted price when I am trying to schedule the exam?

.   If you have already received your Cisco Exam Discount Information email with the promotion code, then check for these issues:

- When you log in to Pearson VUE and register for the exam, you will see a screen on which to enter the promotion code. You must enter the promotion code exactly as it appears in the email you received from Cisco for the appropriate discount to be applied. Remember that the promotion code cannot be transferred to another individual. It is illegal to do so.
- Make sure you are using the CSCO ID that you received in your promotion code email.

If you continue to have difficulty, contact Pearson VUE. Make sure you have your Cisco email with your promotion code and your CSCO ID.

Q30. **What will happen if I create a web profile account in Pearson VUE with a different CSCO ID, email address, name, or mailing address?**

Your discount cannot be processed if there are multiple records of you in the system. Contact [Cisco Certification and Communities Online Support](#) to request that they merge your records and proceed with processing your discount. This process can take one full business day. You will receive an email from Cisco that provides your merged CSCO ID information. When you receive the email, you can log in to Pearson VUE to confirm the merged profile.

Q31. **Can I reschedule my exam before my discount expires?**

You can still use your discount if your rescheduled date is before the expiration date of the discount. Reschedule your exam at [Pearson VUE](#).

Please note that Cisco will not extend the expiration date of your exam discount.

Q32. **What if I lost my promotion code or the email with my promotion code?**

. Please perform the following steps:

1. Sign in to NetSpace at [cisco.netacad.com](#).
2. Click your name in the upper-right corner to access your profile.

Scroll down to Certification Exam Discounts and Vouchers and click the Available tab. The promotion code will be displayed for your discount request.

You can also contact Networking Academy Support by clicking **Help** at the top of your homepage. Be sure to provide the information you used to request your discount:

- Name
- Email address
- CSCO ID
- Exam name

Q33. **How do I change the exam for which I requested a discount voucher?**

You can change the exam only if you have not already verified your email address. Contact Networking Academy Support through the **Help** link at the top of your homepage to connect with a representative who will cancel your request. At this point, Networking Academy Support can generate a new discount request, which will appear in your user profile.

Q34. **Why doesn't my promotion code work when I try to register with Pearson VUE?**

Contact [Pearson VUE Support](#) to troubleshoot this issue and provide the following information:

1. Your name

Your CSCO ID

Email address with which you requested your discount

Exam name

Promotion code

Taking My Certification Exam

Q35. **Where can I find additional information about taking my certification exam?**

You may find these links helpful:

For test scheduling and test preparation information, visit [Pearson VUE](#).

To learn more about the Certification Tracking System features, such as registering for the first time, viewing your certification progress, tracking certificate fulfillment, or accessing logos, read the Tracking System Users Guide.

For step-by-step instructions on how to request and redeem certification exam discounts, view this presentation.

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