

Cisco Career Certification

Tracking System Users Guide

The Tracking System Users Guide provides you with a step-by-step guide on how to use the Tracking System. This valuable tool provides access to our certified candidates, students and exam takers.

The Cisco Tracking System allows you to view your certifications, test history, recertification status, the date your certification certificate was mailed, access to the certification logos and subscribe to receive notifications from Cisco. Also, the Tracking System provides you with a validation tool that allows you to provide access to employers, educational institutions and other third parties you choose to view and validate the certifications you hold with Cisco.

How do I log on?

Existing or returning users, go to the login page at www.cisco.com/go/certifications/login.

- Enter your Test ID or Cisco ID followed by your password and click on the **Login** button.

If you are using the Tracking System for the very first time you will need to set up a password first for future access. Please click on the hyperlink under the **Register for the First Time** section to create your password.

- Enter your Registration ID and Last Name **exactly** as it appears on the score report you received from the test center.
- Click on the **Create Password** button. The next page will ask you to create your password. Passwords are case sensitive and must contain a minimum of 4 English characters. After you typed your password, please click on the **Create Password** button.
- You may create a **Password Hint** in case you forget your password in the future.
- After you have created your password, login to the Tracking System. Enter your Test ID or Cisco ID and your password to log in.

If you forgot your password, from the login page click on the **Forgot Password link** located below the Login and Need a Hint buttons.

- Enter your email address and click the **Submit** button. If the address entered matches the database, your Login ID and your Password will be emailed to you.

How do I update my personal contact information, change my password or sign up to receive notifications from Cisco?

Go to the **Personal Information** section to update your contact information, change your password or subscribe to receive notifications from Cisco.

To update your contact information:

- Type your current address, email address, company name, etc. and click on the **Update/Verify** button found at the bottom of the page.
- The system will not allow you to skip mandatory fields and will display an alert message to remind you to provide information on a mandatory field before processing your request to update your contact information.
- Candidates residing in countries who use double byte characters can provide their local information under the Localized Information section. The localized information (name and address) you provided can be used (if applicable) when we mail your certificate.

To change your password:

- From the Personal Information page click on **Change Password**
- Once you have entered your password, click on the **Change Password** button.

To subscribe or unsubscribe to Cisco notifications:

- From the personal information page click on **Opt In/Opt Out**
- Read the questions and click or answer **Yes** if you want to receive messages from Cisco. Click or answer **No** if you do not want to receive messages from Cisco.
- Select what format you would like to receive your email if you answered **Yes** to that question.
- Click on **Update/Verify** button.

How do I review my test history or find out when my certificate was mailed?

To review your test history or track an exam:

- Go to the **Test History** section
- Exams are recorded from the most recent exam taken to the oldest exam on record.
- Related certification(s) are listed if the exam is a requirement for a particular certification at the time when the exam was taken.
- Cisco Career Certification and Specialist exams are listed separately from Cisco Sales and Technical Expert exams
- The Tracking System does not display any CCIE written exam or lab information. For more information please go to www.cisco.com/go/ccie.

To find out when your certificate was mailed:

- From the **Test History** page click on **Certificate Status**
- The Certificate Status page displays which certificate was mailed, when the certificate was mailed and if the certificate was returned by the postal service. If you did not receive your certificate and it has been more than 8 weeks from the date the certificate was mailed please use the Certifications Online Support tool at www.cisco.com/go/certsupport, to submit an online request.

Be sure to verify your personal information including your address in the Tracking System by clicking on “Personal Information” to avoid further delays.

How do I check my certification progress or when my certification(s) will expire?

- Go to the **Certification Progress** section.
- Click on the particular certification group you wish to review (i.e. Cisco Career Certification)
- Color-coded boxes appear on each track to denote the current certification’s track status.

Each certification you have earned displays the valid through date. If the certification is no longer active or has been decertified a box with an X mark will be displayed to denote that this certification has been decertified. The gray boxes with the arrow on the right-hand side of the certification track displays a table of exam requirements needed to complete the certification or to recertify this certification. If the gray box with the arrow is not displayed on the certification track you earned, the recertification requirement for this track is currently not available or no longer available.

How do I allow my employer or third party to verify my current certification(s)?

- Go to the **Validation and Logos** section.
- Click on **Certification Validation**
- A validation ID is automatically displayed and ready to be sent.
- The email notification can be sent to 5 different individuals at the same time by typing the recipient’s email addresses in each box.

- To set the expiration date to less or more than 30 days, please type the expiration date desired on the **Expires On** box and click on the **Update** button.
- To make the current validation id inactive and prevent assigned third parties from viewing your current certifications click on the **Disabled ID** button.

How can I get my Cisco logos?

- Go to the **Validation and Logos** section.
- Click on **Certification Logos**
- Read or download the Cisco Certification Agreement and click on the **Yes, I Agree** button to accept the terms and conditions of the Cisco Certification agreement.
- Verify the email address we have for you and click on the **Send Logos** button.
- If the email address we have is behind a firewall system please use an alternate email address to ensure that you will receive your certification logos
- You will be sent one email per certification complete with instructions on how to use our logo for each certification you have earned.

How do I sign the Cisco Career Certifications Agreement online?

- Go to the **Certification Agreement** section.
- Read or download the Cisco Certification Agreement and click on the **Continue** button.
- Confirm that you are 18 years old or older and click on **I am 18 years** old button. If you are below 18 years, please follow the instructions listed on the page and fax your agreement signed by your legal guardian or parent to 408-525-5105
- Click on the **I Agree** button.
- If you have already signed the latest version of the Certification Agreement the system will display this notice and will not require you to sign this again.

How do I combine two Tracking System records?

If you received two different Candidate ID numbers or Cisco ID numbers from the Test Delivery Partners, Prometric and/or Pearson VUE you must have these records combined. Submit an online support request by visiting the Certifications Online Support tool at www.cisco.com/go/certsupport.

Please allow up to 10 business days for your exam files to be combined.

How do I order a duplicate score report?

Candidates may order a duplicate examination score report through the Test Delivery Partners Pearson VUE or Prometric. (A fee may apply)

How do I report if my exam information is not listed on the Tracking System?

If your exam information was not updated 10 business days after the date of your exam, please fax a copy of your concern and score report to 408-525-5105, attention Database Administrator.

Please allow up to 10 business days for your examination score to be updated to the Tracking System.

If you still require further assistance on how to use the Tracking System or have other certification questions please use the Certifications Online Support tool at www.cisco.com/go/certsupport.

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