

FREQUENTLY ASKED QUESTIONS (FAQs)

Discount vouchers allow qualified Networking Academy students to take the following Cisco certification exams at a reduced cost:

ICND1 (640-822)
ICND2 (640-816)
CCNA Composite (640-802)

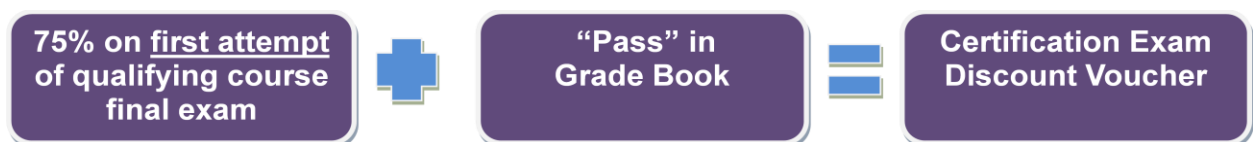
1. Your voucher must be used in the same region where you completed your Academy training.
2. exchanges, refunds, or extensions will be granted if the incorrect voucher type is selected.
3. Vouchers must be used by the expiration date. No extensions will be given.
4. Please confirm the discount amount with the Pearson VUE Testing Center PRIOR to taking the exam. Cisco will not reimburse Students or Instructor for the voucher.
5. Cisco cannot make changes to voucher requests after they have been submitted.

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Learning @ Cisco has made vouchers available to eligible Networking Academy Students for 58% discount off the full price of ICND1, ICND2 and the CCNA Composite exams.

Please Note that exam discount promotions are subject to change and from time to time Exam Prices also change. These changes occur without notice and students are encouraged to double check the value of the discount and the price of the exam at the time they wish to request a discount. Please plan to request and take your exam in a timely manner to minimize your chances of being negatively affected by a change.

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To receive a voucher, students must pass the first two CCNA Discovery courses; Networking for Home and Small Businesses and Working at a Small-to-Medium Business or ISP, receive a passing mark from their instructor in the student's Online Gradebook and receive a logged score of 75 percent or higher on their attempt of the final exam for Working at a Small-to-Medium Business or ISP.

For a voucher, students must pass all four courses of either the CCNA Discovery or CCNA Exploration curriculum, receive a passing mark from their instructor in the student's Online Gradebook and receive a logged score of 75 percent or higher on their attempt of the final exam for the final CCNA Discovery course; Designing and Supporting Computer Networks, or for the final CCNA Exploration course; Accessing the WAN.

Additionally, a top cohort of global NetRiders Competition winners maybe eligible for either a CCENT voucher or a CCNA composite voucher. Details are available upon competition registration.

Qualifying Students will automatically receive a Voucher Request link(s)

The links will appear as below on the Student Home page:

Request for ICND1 Voucher

Request for ICND2 Voucher

Request for CCNA Composite Voucher

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When qualifications are met, a maximum of two discount voucher will be provided.

For Cisco CCENT™ certifications, one discount voucher is provided for ICND1 (640-801).

For Cisco CCNA certifications, the student can choose to take the exam in two parts and therefore can get two vouchers: one discount voucher is provided for ICND1 (640-822), and one voucher for ICND2 (640-816), a student can chose to take the exam in one sitting and chose one voucher for the CCNA Composite exam (640-802).

The following notification appears when Students begin to request the Discount Voucher. Please read all notifications very carefully before you make your voucher requests.

Vouchers must be used in the same region where they completed their Academy training.

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

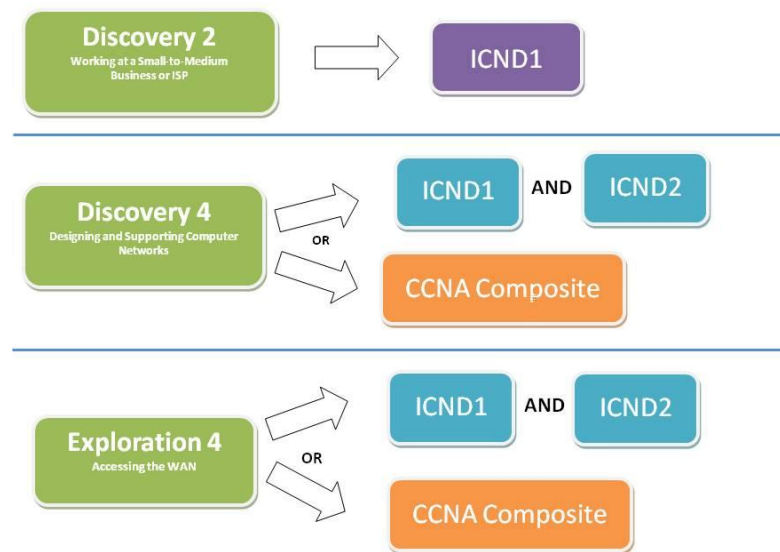
Vouchers must be used by the expiration date. No extensions will be given.

Please confirm the discount amount with the testing center PRIOR to taking the exam.

Cisco WILL NOT reimburse Students or Instructor for the voucher.

Cisco CANNOT make changes to voucher requests after they have been submitted.

If you still have questions as to how the Vouchers are mapped to the classes, please see the diagram below:



Before requesting a voucher, eligible Students should access the URL <http://www.vue.com/> in order to locate the nearest Testing Center and read about the standard testing procedures.

Specific information can be located at:

URL: <http://pearsonvue.com/cisco/>

Your voucher must be used in the same region where you completed your Academy training. Absolutely no exchanges, refunds, or extensions will be granted if the incorrect voucher type is selected.

Vouchers must be used by the expiration date. No extensions will be given.

Please confirm the discount amount with the Testing Center PRIOR to taking the exam. We will not reimburse Students or Instructor for the voucher.

Cisco cannot make changes to voucher requests after they have been submitted.

To request a Discount Voucher, please follow the steps listed below:

1. Login to the Academy Connection site at <http://www.cisco.com/web/learning/netacad/index.html>
2. Click on the 'Request for CCNA Voucher' link located in the 'Career Development' section of your Home Page . Before you request a voucher please read the information located on the 'Request a Voucher' page.
 1. Choose the Country
 2. Choose the Testing Center
 3. Click 'Submit'

Please Note: If you are not eligible to receive a Discount Voucher for a particular curriculum, you will not receive the 'Request for Voucher' link.

3. After completing the request, you may review your Discount Voucher information in your profile. The details are accessible by clicking on the 'My Profile' link at the top of your Home Page and scrolling down to the Voucher Information

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When issued, the expiration date will be clearly noted on the voucher. A voucher is valid for a minimum of 90 days and a maximum of 180 days depending on when it was issued. Students are responsible for knowing when their voucher expires, since the expiration date cannot be extended.

Please Note that exam discount promotions are subject to change and from time to time Exam Prices also change. These changes occur without notice and students are encouraged to double check the value of the discount and the price of the exam at the time they wish to request a discount. Please plan to request and take your exam in a timely manner to minimize your chances of being negatively affected by a change.

Cisco ensures that all vouchers are valid for at least three months after they are issued. If you receive your voucher immediately after a large group of vouchers have been uploaded to the site, you may have up to a year before your voucher expires. If you request your voucher near the end of a loading cycle, your voucher may only be valid for three months.

It is the Students' responsibility to read their voucher information and to know the expiration date.

Cisco cannot extend the expiration dates of vouchers and will not issue replacements.

To register for a Cisco Career Certification Exam at a Pearson VUE Testing Center, please follow the two steps below:

1. In the United States and Canada, please call Pearson VUE at 1-877-404-EXAM (3926). You may also register online at VUE's website at www.vue.com/.
2. Please have the following information available when calling:
 - a. Provide your Legal Name as shown on a government issued ID - your ID will have to be presented along with another photo ID at the time of testing.
 - b. Social Security, Passport or VUE ID number
 - c. Primary mailing address and phone number
 - d. Company name
 - e. E-mail address
 - f. Method of payment: Voucher

This voucher may only be redeemed at a VUE Testing Center and is governed by the following terms:

You must register and take the exam prior to the expiration date. Voucher expiration dates cannot be extended


Expired vouchers have no value

Void if altered or revised in any way

May not be redeemed for cash, credit or refund

May not be used for any other exam

VUE, VUE Testing Centers, and Cisco Systems are not responsible for vouchers that are lost or stolen

To redeem this voucher and register for a Cisco Career Certification Exam in another country, go to www.vue.com/ .

Cisco exams are available through our network of test centers worldwide. If your country is not listed, a toll-free number is not available at this time. View available toll numbers here:

URL: <http://www.vue.com/cisco/contact/#toll/> .


Vouchers for the old and new versions of the CCNA exam are not interchangeable.

As a result of content updates, these exams are quite different from each other. A student who completes the old version of the CCNA curriculum version 3.x will not be prepared to sit for the new version of the CCNA exam (640-802). In order to ensure Student success, the Networking Academy will provide vouchers for the old version of the CCNA exam (640-801) to qualified Students completing the old curriculum (version 3.x) and vouchers for the new version of the CCNA exam (640-802) for qualified Students completing the new version of the curriculum.

Regardless of the version of the exam a Student takes, if a Student passes the certification exam, they will become CCNA certified.

You may review your Discount Voucher information within your profile.

Please follow the steps below to locate your voucher information.

1. Login the Academy Connection at <http://www.cisco.com/web/learning/netacad/index.html> 
2. Click 'My Profile' located in the upper right corner
3. Scroll down until you see 'Voucher Information'

The following voucher information will be displayed within your profile:

- Your requested Testing Center
- Country/Entity
- Your Voucher Number
- Expiration Date of your voucher

In addition to the information displayed within your profile, please read the important information below regarding your voucher:

- You cannot make changes to your voucher request after it has been submitted
- No exchanges, refunds, or extensions will be granted if the wrong voucher type is selected
- No extension will be granted by Cisco or the testing center
- Your voucher(s) must be used in the same region where you completed your Academy training.

Please confirm the discount amount with the testing center PRIOR to taking the exam. We will not reimburse Students or Instructors for the voucher(s).

The policies of the CCNA Discount Voucher Program states that Students and Instructors are only eligible for Discount Voucher(s) for one CCNA certification exam path.

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Since Cisco Networking Academy will issue only one voucher per eligible candidate per exam, students are encouraged to study prior to the certification exams. Vouchers cannot be reissued.

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The voucher is valid for one use only. Students who fail the exam will not be re-issued a second voucher.

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Students are eligible to register as alumni by clicking the Alumni Home link that will appear after they pass a qualifying course. Once registered as alumni, the Course Materials link on the Alumni Home page allows alumni to review Course Materials for courses they passed.

In addition, the CCNA/CCNP Prep Center is available on Cisco Learning Network located at <https://learningnetwork.cisco.com/index.jspa?ciscoHome=true>.

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Pearson VUE is Cisco's primary vendor for test delivery. For more information, visit www.pearsonvue.com/cisco.

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Pearson VUE is the global leader in electronic testing for regulatory and certification boards. They provide a full suite of services from test development and delivery to data management in 165 countries. Pearson VUE delivers exams through the world's largest network of test centers, providing services for IT, academic, government, and professional clients. In 2007, Pearson VUE was chosen as Cisco's primary vendor for test delivery.

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Pearson VUE has more than 5000 test centers in 165 countries worldwide. The quickest way to locate one is to use the [Test Center Locator](#). Simply select the name of an exam, and then follow the instructions. This will generate a list of all Pearson VUE Authorized Test Centers in the area that offer the exam.

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Pearson VUE offers three different methods of registration:

1. Online, candidates must [sign in](#) to their accounts using a Pearson VUE username and password. Candidates who do not have a username and password can [create a Web account](#) now.

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2. Another way to register is by using a Pearson VUE account. If you have a Pearson VUE account, you can use the same username and password to log in to the Pearson VUE account. If you do not have a Pearson VUE account, you can create a new account by clicking on the "Create Account" link. If you are having trouble creating an account, please contact Pearson VUE support.