

# 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 [Continuing Education portal](#) to view a catalog of eligible activities/trainings and submit claims for Continuing Education (CE) credits. Here's how you can get started.



## 1 Log in to the CE portal at <https://ce.cisco.com> and accept the [terms and conditions](#).

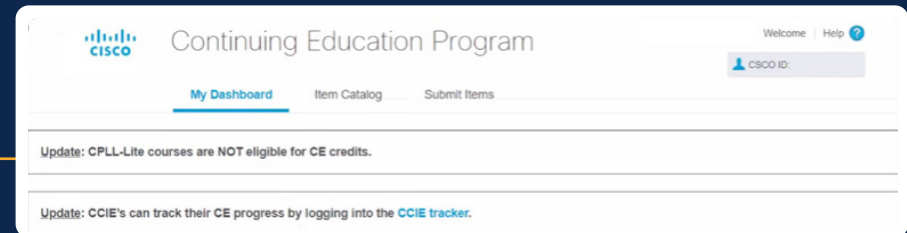
You must be actively certified, and your Cisco.com ID(s) must be associated with your certification profile (CSCO ID/number) to log in.

- If you complete CE activities under various email addresses (for ex; 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 [Certification Tracking System](#).
- [FAQ: Continuing Education & Cisco.com accounts](#)

# Continuing Education Portal

## 2 My Dashboard view

On the CE dashboard, you can find important announcements.



See your certification summary in the *Certification* table.

### 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

View your CE claim history in the *My Items* table.

- Each Cisco.com account acts as an individual profile in the CE Portal, which means the only items listed here will be claims that were submitted under the Cisco.com ID used to log in.
- Because your IDs must be linked in the tracking system, all CE credits reconcile to your certification profile regardless of which profile they appear in.

### My Item(s)

Item Name  Select Status

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 <span style="color: green;">1</span>	Denied	Activity	550	02-Oct-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

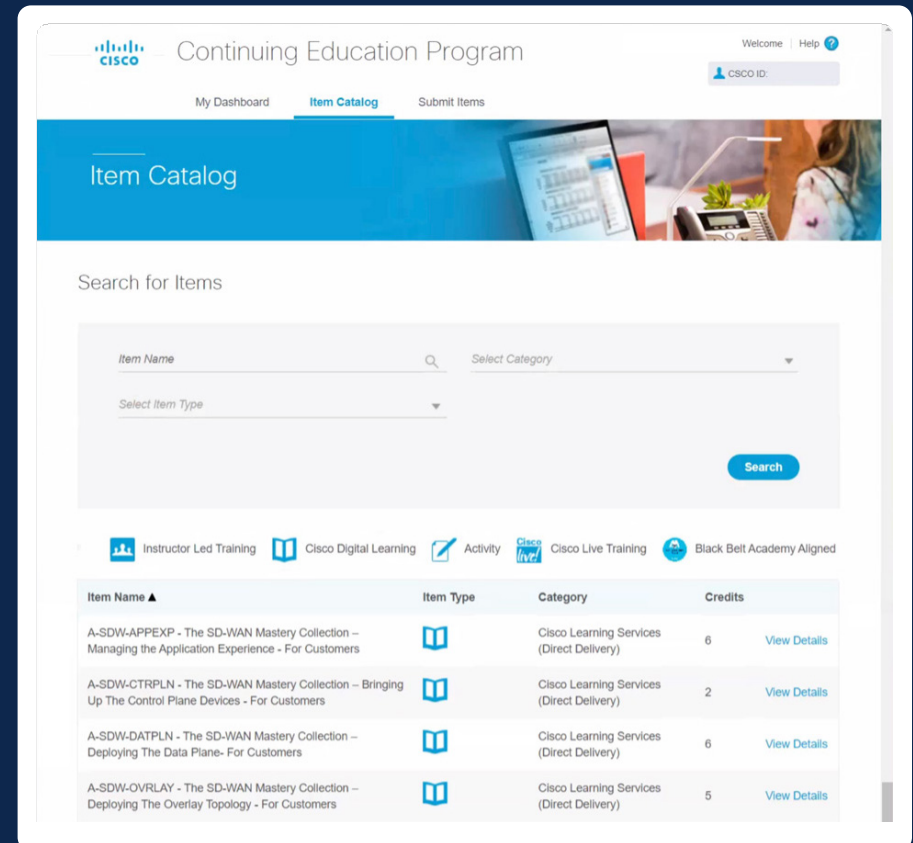
# Continuing Education Portal

## 3 Item Catalog view

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**—all ELT (digital/self paced e-learning) trainings, or ILT/vILTs delivered by Cisco Learning Services (CLS), High Touch Delivery (HTD), or other groups in Cisco not designated by their own item type.
- **Cisco U Learning Path**—Eligible learning paths completed through Cisco U.
- **Activity**—Primarily used for [item authoring by SMEs](#) working directly with EPM. May also be used for special offerings that do not fall into any other item type.
- **Cisco Live Training**—[Eligible technical sessions](#) listed on CE program public site, consistent across events. Must be claimed from account used to register for event.
- **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 NetAcad.
- **DevNet**—training courses delivered through DevNet.



### 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.

## Continuing Education Portal

### 4 Complete Eligible Activities

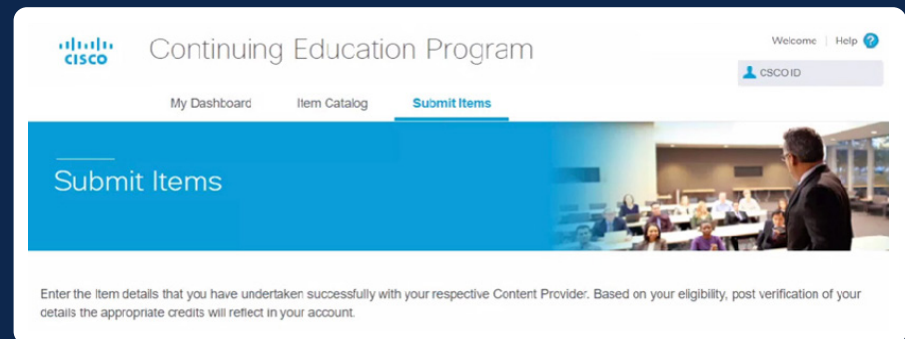
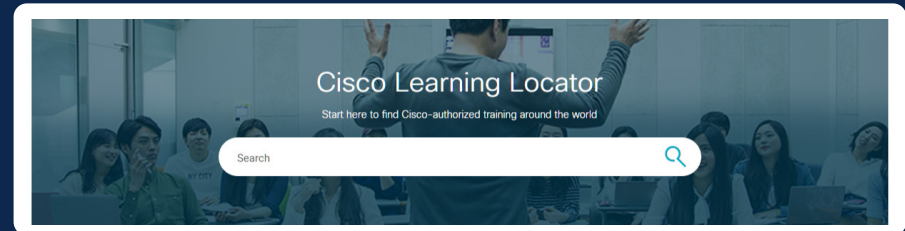
- When registering for a course, *ensure it is an authorized delivery*.
- CE credits will not be granted for gray-market deliveries because Cisco cannot validate completion or attest to the accuracy of content being delivered.
- Good resources for finding authorized deliveries include [Cisco Learning Locator](#), the [Cisco Learning Network Store](#), and [Cisco U](#).

### 5 Submit Items

#### **CE credits are NOT AWARDED automatically.**

You must submit a claim on the Continuing Education Portal if you want to earn CE credits for an eligible activity.

- Claims must be submitted within 365 days of activity completion.
- Claims must be submitted from the Cisco.com account/email address used to complete the eligible activity.
- Claims will appear in the 'My Items' table on your dashboard.



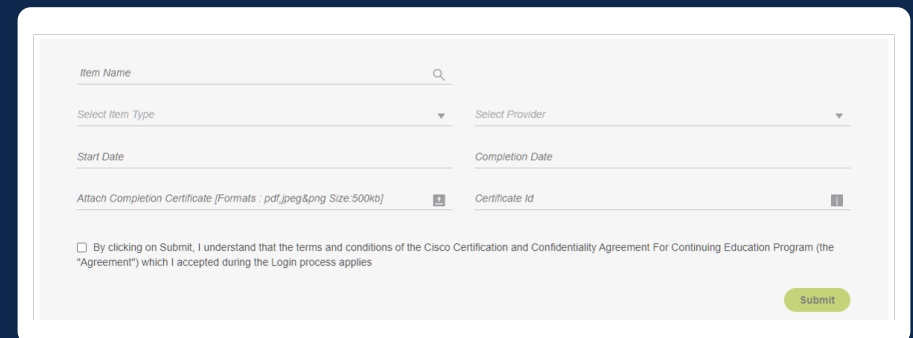
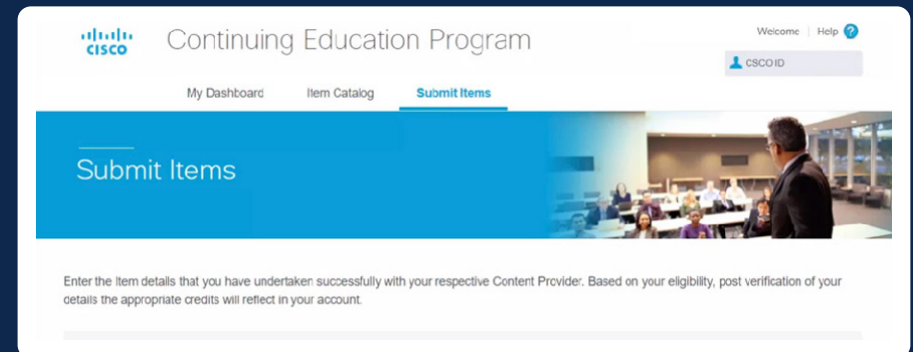
## Continuing Education Portal

### 5 Submit Items (continued)

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.*



## Continuing Education Portal

### 6 View submitted claims on your dashboard

Claim approval times:


- While most Continuing Education claims are validated within seven days of submission, it can take up to 30 days for a credit 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.


Claim statuses:

- **Earned**—claim has been validated and credits will apply to your certification profile within 24–48 hours. 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.

My Item(s)

Item Name  Select Status

Item Name ▲	Status	Item Type	Credits	Start Date	Completion Date	Expiration Date
Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR) 1.2	Earned	Instructor Led Training	64	12-Sep-2022	16-Sep-2022	16-Sep-2025
Designing Cisco Enterprise Networks (ENSLD) 1.0	Pending	Cisco Direct Delivery	40	17-Oct-2022	02-Nov-2022	
CyberOps Associate 	Denied	Networking Academy Training	30	01-Oct-2022	30-Oct-2022	

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

# Continuing Education Portal: Certification Tracking System & CCIE Tracker

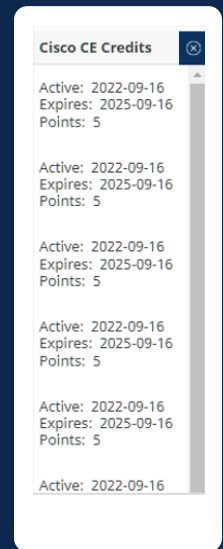
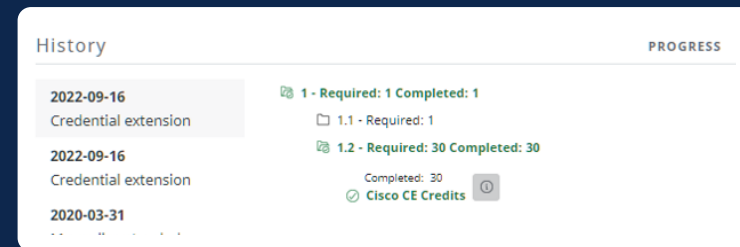
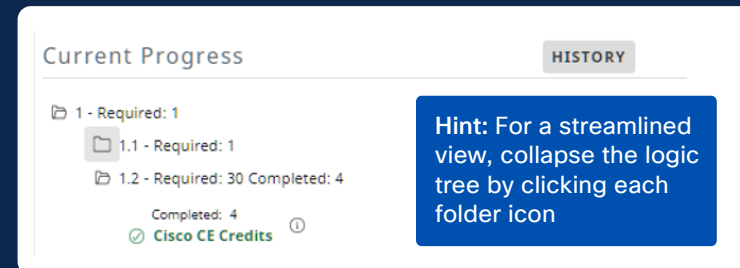
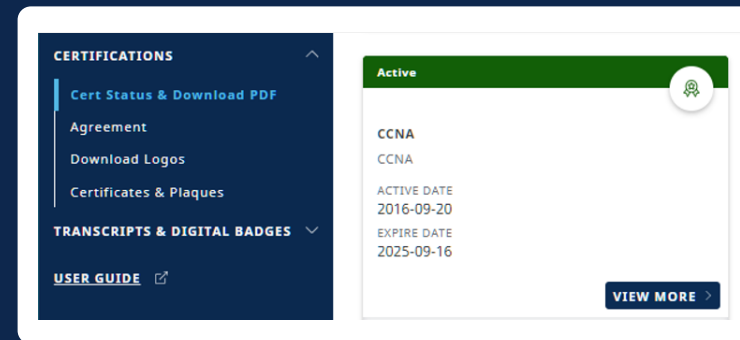
## 7 Track your recertification progress

**CE credits ARE APPLIED (REDEEMED) automatically towards recertification.**

- Recertification is based on activity completion date, not claim submission date.
- Candidates should check the Certification Tracking System or CCIE Tracker regularly to monitor their accumulated CE credits and recertification progress, *not* the CE portal.

**For Associate, Specialist, and Professional certifications:**

1. From the Certification Tracking System left panel, click Certifications > Cert Status & Download PDF > then 'View More' on the Certification card you wish to review.
2. Current progress is shown by default. Click 'History' to see how CE credits applied towards previous recertifications
3. Hover over the information icons ⓘ to see a breakdown of how credits are applied.



### Important to Note

- Currently candidates are not able to view the name of the CE activity for which credits were earned or see a full list of CE credits in the Certification Tracking System. We are working to restore this functionality. In the meantime, use the active date to determine which activity the credits are from.


# Continuing Education Portal: Certification Tracking System & CCIE Tracker

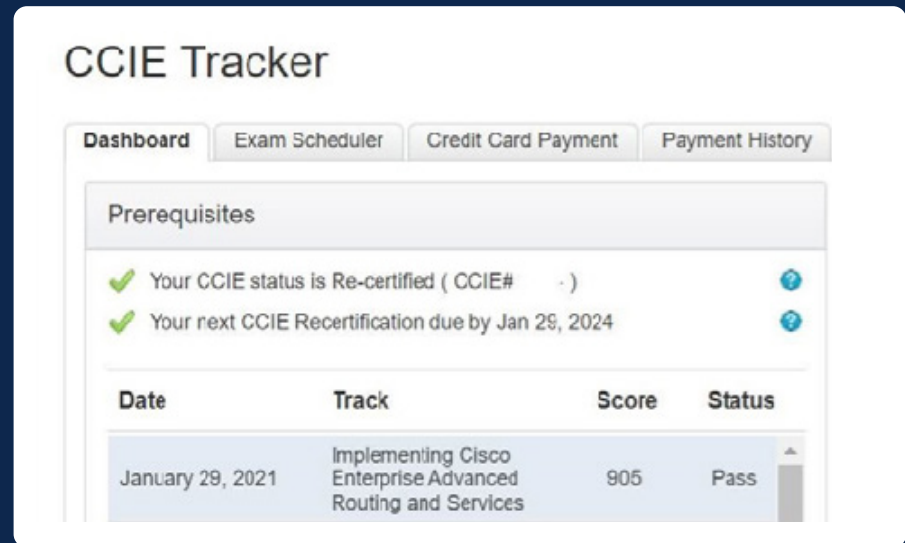
## 7 Track your recertification progress

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- Recertification is based on activity completion date, not claim submission date.
- Candidates should check the Certification Tracking System or CCIE Tracker regularly to monitor their accumulated CE credits and recertification progress, not the CE portal.

### For Expert certifications:

1. Once logged in to the CCIE Tracker, hover over the  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.



**CCIE Tracker**

Dashboard Exam Scheduler Credit Card Payment Payment History

**Prerequisites**

- ✓ Your CCIE status is Re-certified ( CCIE# . )
- ✓ Your next CCIE Recertification due by Jan 29, 2024

Date	Track	Score	Status
January 29, 2021	Implementing Cisco Enterprise Advanced Routing and Services	905	Pass

**You have accumulated the following credits:**

Event Type	Title	Date	Credits
CE	DevNet Associate Fundamentals	23-Feb-2021	48
	<b>Total</b>		<b>48</b>

**Complete one of the following to recertify:**

- 1 Expert level lab exam
- 1 CCDE written exam
- 1 Core exam
- 2 Concentration exams
- 1 Concentration exams & 32 CE credits
- 72 CE credits



# Continuing Education Portal: Recertification Options

## 8 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 (CCT Collaboration, Data Center, or R&S) cannot be recertified with CE credits at this time, but will recertify if credits are used to recertify a higher certification

\*\* [Retired certifications](#) do not recertify

Please visit our [Recertification page](#) 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	<ul style="list-style-type: none"> <li>• Earn 40 credits AND pass one professional level exam</li> </ul>
CCIE - 3 years	Earn 120 CE credits	<ul style="list-style-type: none"> <li>• Earn 40 credits AND pass one technology core exam</li> <li>• Earn 40 credits AND pass any two professional level exams</li> <li>• Earn 80 credits AND pass any one professional exam</li> </ul>
CCDE - 3 years	Earn 120 CE credits	<ul style="list-style-type: none"> <li>• Earn 40 credits AND pass one technology core exam</li> <li>• Earn 40 credits AND pass any two professional level exams</li> <li>• Earn 80 credits AND pass any one professional exam</li> </ul>

### More Information

For more information on the Cisco Continuing Education Program, [visit us online.](#)

For questions or help resolving issues open a case [here.](#)



Recertification