



# Cisco Certification Tracking System User Guide

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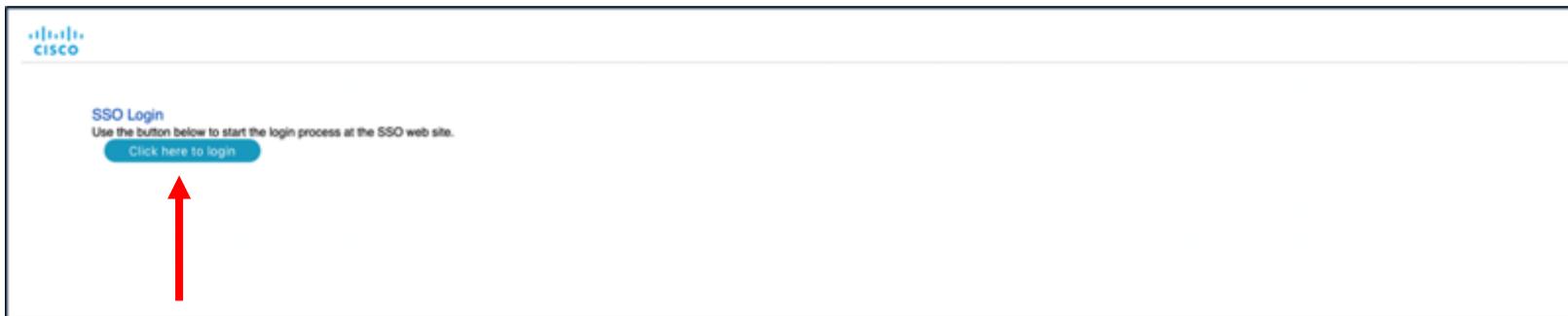


1. Log in

# How to Log in

1) To log in to the Certification Tracking System, please click the following link:

<http://www.cisco.com/go/certifications/login>



2) Click the blue button

3) Log in with your Cisco.com ID and password

# First Time Login

## NOTE:

- If you are logging into the Certification Tracking System for the first time, you must map your Cisco.com ID to your CSCO ID.
- If you have already mapped this account, you will not see this screen.

1) **To map by email address:** See the following pages.

2) **To map using information from a score report:** Please review and fill out the information provided in the score report. After the mapping is complete, your account will be updated with the email address associated with your Cisco.com ID.

The screenshot shows the Cisco Candidate Login page. At the top left is the Cisco logo, and at the top right is the text 'Candidate Login'. Below the header, there is a paragraph of text: 'The system will send an email that includes a link which will allow you to set your password and obtain your login ID. The email address we have on file is most commonly the same one you supplied the last time you took an exam.' Below this text are two main sections. The first section is titled 'By email address' and has a red arrow pointing to it from the left. It contains the text 'Please use your email address to begin the process. If, for some reason, you cannot use the email address you last used to take an exam, you may instead use your score report to begin the process.' followed by an 'Email address' input field and a 'Submit' button. The second section is titled 'By score report' and has a red arrow pointing to it from the left. It contains the text 'Please enter the requested data from your score report to begin the process. When this method is successful, the matched account will have its email address updated to the one supplied below.' followed by three input fields labeled 'Last name \*', 'Registration number' (with a blue ID icon), and 'New email address', and a 'Submit' button at the bottom.

# First Time Login

To map by email address

This screen will appear once you have submitted your email address.

**CISCO**

▪ An email has been sent to the email address we have on file which contains information that will allow you to complete the login process. If the email does not arrive within 2 hours, please confirm that your email account is currently working and that it has not erroneously flagged the email as spam before attempting to contact Customer Support.

The system will send an email that includes a link which will allow you to set your password and obtain your login ID. The email address we have on file is most commonly the same one you supplied the last time you took an exam.

**By email address**

Please use your email address to begin the process. If, for some reason, you cannot use the email address you last used to take an exam, you may instead use your score report to begin the process.

Email address

**Submit**

**By score report**

Please enter the requested data from your score report to begin the process. When this method is successful, the matched account will have its email address updated to the one supplied below.

Last name \*

Registration number \*

New email address

**Submit**

1) Enter the email address tied to your Cisco.com ID

2) Click the "Submit" button

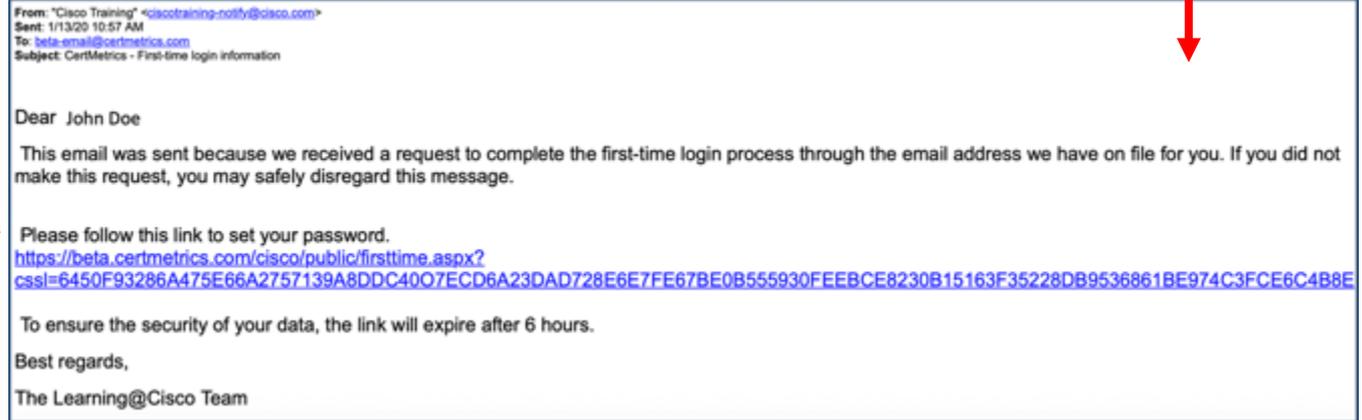
**NOTE:**

- If the email address is not available, please map your account using the information provided in the score report.
- If the email address is a duplicate, you will need to open a support case to merge your account to complete the mapping process.

# First Time Login

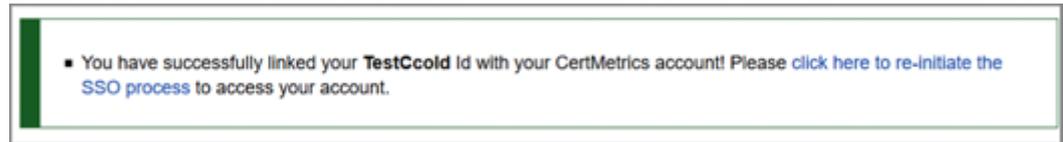
To map by email address

3) You will receive an email with the login process  
Map accounts according to the process.



This is an example of the email you will receive

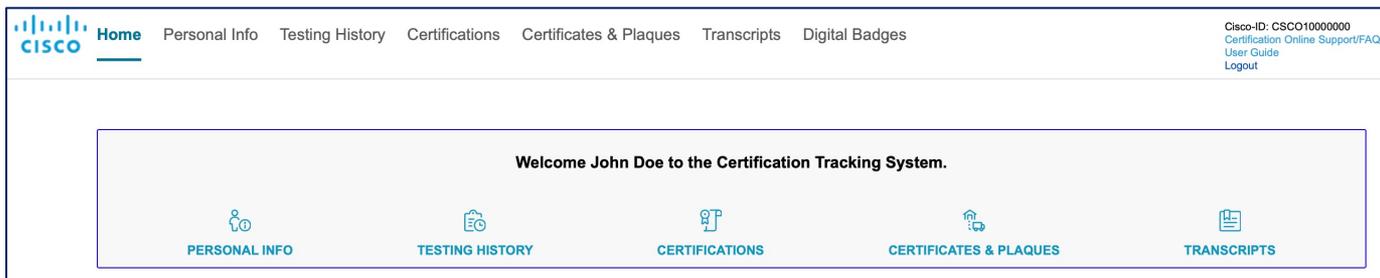
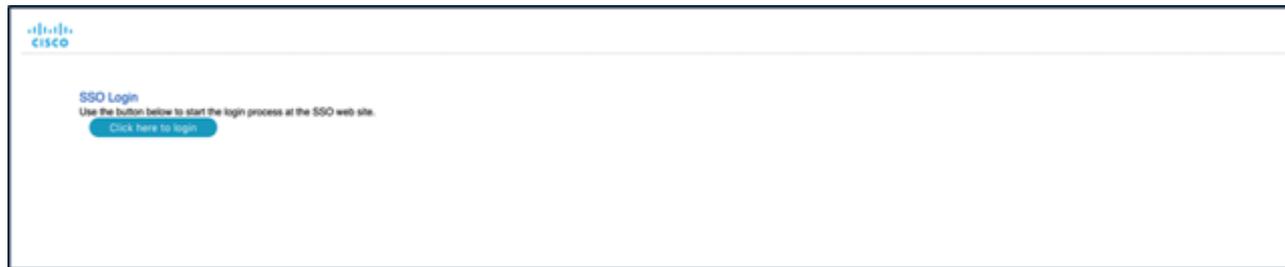
4) After clicking the link to set your password provided in the email, the following message will appear, indicating that the account mapping is complete



# After Account Mapping Completion

5) After account mapping has been completed, please re-log into the Certification Tracking System, by clicking the following link:

<http://www.cisco.com/go/certifications/login>



The home screen will look like this

## 2. Confirm Personal Information

# Update your Personal Information

1) Click “Personal Info”

2) Click “Settings”

3) Update the  
“Required\*” information

4) Click “Update/Confirm”

The screenshot shows the Cisco Personal Info settings page. The navigation bar includes Home, Personal Info (selected), Testing History, Certifications, Certificates & Plaques, Transcripts, and Digital Badges. The user ID is CSCO1000000. The main content area is titled 'Settings' and contains the following sections:

- Cisco Employee \***  
Are you a Cisco employee?  
  
Required \*
- Cisco Partner or Reseller \***  
Do you work for a Cisco Partner or Reseller?  
  
Required \*
- Email Notifications \***  
Would you like to receive emails about Cisco training, certifications, services, special offerings, and events?  
  
Required \*
- Net Academy Student \***  
Are you a Net Academy student?  
  
Required \*
- Verification of Certification \***  
Please refer to the Certification and Confidentiality Agreement with respect to Cisco's permitted disclosures of Certification information. In that Agreement, you agreed that Cisco (including third parties who process data on behalf of Cisco) may provide information verifying your Certification status to others (see, Section 7 "Verification of Certification"). In your agreement, Cisco is not liable for the information provided. Such requests may come directly from a third party or from you. By clicking "Yes" you are confirming your consent to allow such disclosures. Clicking "No" indicates you do not wish Cisco to make these disclosures in the future. Nothing limits Cisco's ability to make disclosures as otherwise permitted in the Certification and Confidentiality Agreement.  
  
Required \*

At the bottom of the form is an **Update/Confirm** button.

# Review Your Personal IDs: CCDE #, CCIE #, NetAcad ID

1) Click "Personal Info"

2) Click "Attributes"

3) You can only update  
"Job Title" on this page

4) Click "Update/Confirm"

The screenshot shows the Cisco Personal Info page. The navigation bar includes Home, Personal Info (selected), Testing History, Certifications, Certificates & Plaques, Transcripts, and Digital Badges. The user's Cisco ID is CSCO10000000. The main content area is titled 'Candidate Attributes' and contains the following fields:

- CCDE Number: [Nothing set]
- CCIE Number: [Nothing set]
- Job Title: Jester
- Net Academy Id: 8682608

An 'Update/Confirm' button is located at the bottom of the form.

# Review your Account IDs

1) Click "Personal Info"

2) Click "Identification"

3) These are the different IDs linked to this account

The screenshot displays the Cisco account management interface. At the top, the Cisco logo is on the left, and navigation links for Home, Personal Info, Testing History, Certifications, Certificates & Plaques, Transcripts, and Digital Badges are in the center. On the right, the user's Cisco ID (CSCO10000000) and links for Certification Online, Support/FAQs, User Guide, and Logout are visible. Below the navigation bar, a dark blue header contains links for Settings, Attributes, and Identification. The main content area features a box titled "Cisco Identifiers" with the text "Below are the different IDs assigned to your account including Testing IDs and System IDs." Below this, the section "Candidate IDs used externally" lists several ID types with their corresponding values in input fields: Login ID (CSCO10000000), Cisco Systems, Inc. (CSCO10000000), Credly (Acclaim) Badging (csc010000000@gmail.com), and Vue Testing ID (226754252).

Cisco  
Home Personal Info Testing History Certifications Certificates & Plaques Transcripts Digital Badges

Cisco-  
ID: CSCO10000000  
[Certification Online](#)  
[Support/FAQs](#)  
[User Guide](#)  
[Logout](#)

Settings Attributes Identification

**Cisco Identifiers**  
Below are the different IDs assigned to your account including Testing IDs and System IDs.

**Candidate IDs used externally**

Login ID  
CSCO10000000

Cisco Systems, Inc.  
CSCO10000000

Credly (Acclaim) Badging  
csc010000000@gmail.com

Vue Testing ID  
226754252

### 3. Review Certification Progress

# How to Review the Certification Progress

1) Click  
"Certifications"

The screenshot shows the Cisco Certifications page. The navigation bar includes Home, Personal Info, Testing History, **Certifications**, Certificates & Plaques, Transcripts, and Digital Badges. A sub-navigation bar contains Certification Agreement and Download Logos. A Partner Requirements section is present with a note: "Note: Partner Requirements are no longer supported in the Certification Tracking System. You can monitor all Partner Requirements in the PMA tool." Below this is the Active Certifications section, which includes a table:

Name	Started	Active	Expiration Date	Downloads
General Certifications - Associate				
CCNA	n/a	April 1, 2021	April 1, 2024	Logo PDF Certificate

2) Click on the  
appropriate  
certification to  
view the  
details

3) After selection, this  
screen will appear

The screenshot shows the CCNA (CCNA) certification progress screen. It features a "Current progress" section with an "Icon Legend" and a progress bar. The progress bar shows three items: "1 - (0 / 1)", "1.1 - (0 / 1)", and "1.2 - (0 / 30)". The "1.2 - (0 / 30)" item is highlighted in grey. Below the progress bar is a "Cisco CE Credits" section.

## 4. Review Continuing Education

# Review Continuing Education Credit

1) Click "Certifications"

2) Click on the appropriate certification to view the details

The screenshot shows the Cisco My Learning Dashboard. The navigation bar includes Home, Personal Info, Testing History, **Certifications**, Certificates & Plaques, Transcripts, and Digital Badges. The user's Cisco ID is CSC01000000, and there are links for Certification Online Support/FAQs, Logout, and User Guide. Below the navigation bar, there are links for Exam Agreement and Download Logos. The main content area is titled **CCNA (CCNA)** and shows **Current progress** with a legend for icons. The progress is shown as 1.2 / 30, with sub-progress for 1.1 (0 / 1) and 1.2 (10 / 30). Below this, there is a section for **+10 Cisco CE Credits** with a table of active credits.

Active Date	Inactive Date	Points	Status
2020-Feb-01	2023-Feb-01	5	Active
2020-Feb-01	2023-Feb-01	5	Active

Below the table, there is a **History** section with a date of 2020-Jan-01 and a link for **Manually granted certification**.

# Review Continuing Education Activities

1) Click “Test History”



2) Click “CE Activities”



The screenshot shows the Cisco My Learning Dashboard. The top navigation bar includes links for Home, Personal Info, **Testing History**, Certifications, Certificates & Plaques, Transcripts, and Digital Badges. The user's Cisco ID is CSCO1000000, and there are links for Certification Online Support/FAQs, Logout, and User Guide.

Below the navigation bar, there is a dark blue header with **CE Activities** and E-commerce Transactions. The main content area is titled "Continuing education activities" and features a table with the following columns: Name, Active date, Expires, Review, Points, Updated, Provider Name, and Source. A search bar is located above the table.

Name	Active date	Expires	Review	Points	Updated	Provider Name	Source
▼ Cisco CE Credits	2020-Feb-01	2023-Feb-01	n/a	5	2020-Feb-24	CDL 01 July CCNP	CertMetrics
Import Source creq-20200214-200500.csv							
External Id 1462600							
> Cisco CE Credits	2020-Feb-01	2023-Feb-01	n/a	5	2020-Feb-24	CDL 01 July CCNP	CertMetrics

## 5. Review Test History

# Test Information History and Exam Agreement

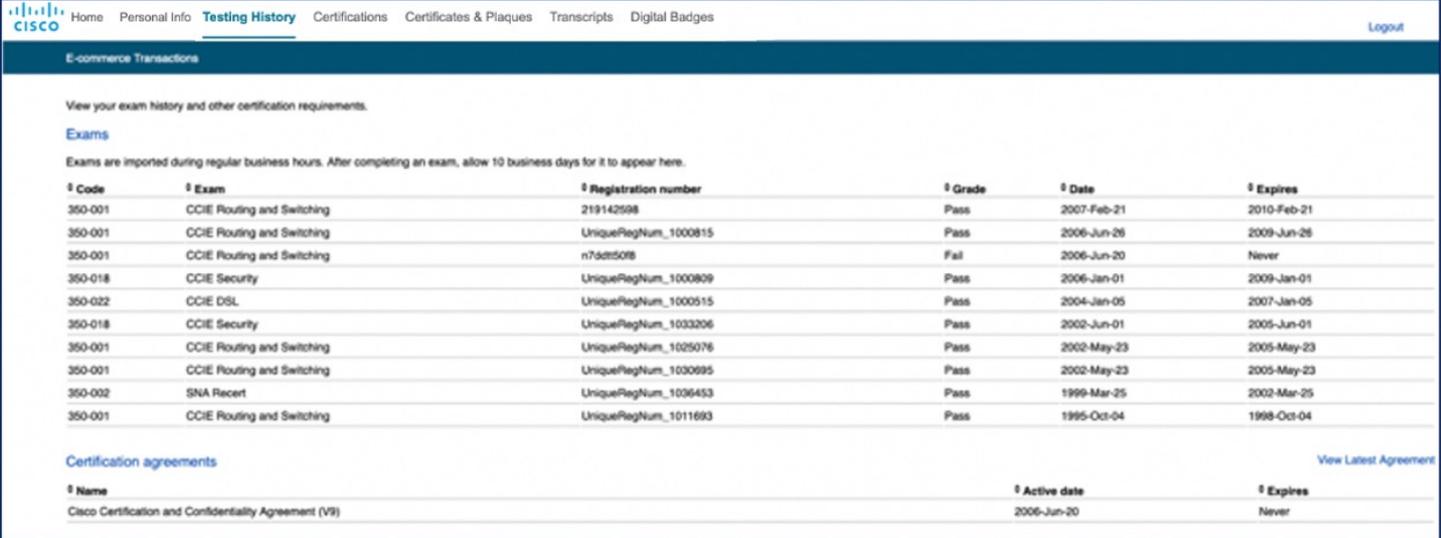
1) Click "Test History"



2) You can sort by ascending or descending order by clicking on 



3) Click "Exam agreements" to see agreement details



The screenshot shows the Cisco My Cisco portal interface. The navigation bar includes Home, Personal Info, Testing History (highlighted), Certifications, Certificates & Plaques, Transcripts, Digital Badges, and Logout. The main content area is titled "E-commerce Transactions" and contains a section for "Exams" with a table of exam results. Below the exams is a section for "Certification agreements" with a table of active agreements.

Code	Exam	Registration number	Grade	Date	Expires
350-001	CCIE Routing and Switching	219142598	Pass	2007-Feb-21	2010-Feb-21
350-001	CCIE Routing and Switching	UniqueRegNum_1000815	Pass	2006-Jun-26	2009-Jun-26
350-001	CCIE Routing and Switching	n7dnt508	Fail	2006-Jun-20	Never
350-018	CCIE Security	UniqueRegNum_1000809	Pass	2006-Jan-01	2009-Jan-01
350-022	CCIE DSL	UniqueRegNum_1000515	Pass	2004-Jan-05	2007-Jan-05
350-018	CCIE Security	UniqueRegNum_1003206	Pass	2002-Jun-01	2005-Jun-01
350-001	CCIE Routing and Switching	UniqueRegNum_1025076	Pass	2002-May-23	2005-May-23
350-001	CCIE Routing and Switching	UniqueRegNum_1030695	Pass	2002-May-23	2005-May-23
350-002	SNA Recert	UniqueRegNum_1036453	Pass	1999-Mar-25	2002-Mar-25
350-001	CCIE Routing and Switching	UniqueRegNum_1011693	Pass	1995-Oct-04	1998-Oct-04

Name	Active date	Expires
Cisco Certification and Confidentiality Agreement (V9)	2006-Jun-20	Never

## 6. Download Certification Logo(s)

# How to Download your Certification Logo(s)

1) Click “Certifications”



2) Click “Download Logos”



3) Click to download the appropriate certified logo file



The screenshot shows the Cisco Certifications page. The navigation bar includes Home, Personal Info, Testing History, **Certifications**, Certificates & Plaques, Transcripts, and Digital Badges. Below the navigation bar is a dark blue header with 'Certification Agreement' and **Download Logos**. The main content area features a box titled 'Certification Logos' with the text: 'By selecting and downloading a Cisco logo, you agree to the logo guidelines and agreement available below.' Below this box is a section titled 'Available logo files' with a list of links: CCIE Certification - Enterprise Infrastructure, CCIE Certification - 10-year Achievement, CCIE Certification - 15-year Achievement, CCIE Certification - 20-year Achievement, and Cisco Certified Specialist - Enterprise Core.

## 7. Certificates & Plaques

# Claim Initial Certification Kit

1) Click “Certificates & Plaques”

2) Click “Claim & Purchase Fulfillment”

5) Check the initial kit \$0

6) Click “Purchase”

## NOTE:

- Trackable shipping is available for a fee.
- If you would like to purchase trackable shipping, please check off the box next to “Tracking”.

## NOTE:

- Initial kits that have not been claimed will show at a price of \$0.
- If you successfully completed all certification requirements you will receive the congratulations email and instructions to claim your initial kit for free.

Home Personal Info Scheduling Testing History Certifications **Certificates & Plaques** Transcripts Digital Badges Logout

### Claim & Purchase Fulfillment

Name	Description	Price
CCENT Certificate	Certificate	\$15.00
CCNA Certificate	Certificate	\$0.00

Step 1

Tracking:  for Printed Certificates

Purchase

3) Confirm that the shipping information is correct

4) Click “Confirm”

Home Personal Info History Certifications Fulfillment Transcripts

### Claim & Purchase Fulfillment

#### Demographics - English (Roman) alphabet only

Review and update the information below before proceeding

First Name

Last Name

Email

Phone Number

Address

Address (Cont)

City

State/Province

Postal Code

Country

#### Localized (optional) - Double byte characters allowed

First Name

Last Name

Address

Address (Cont)

City

State/Province

Postal Code

Confirm

# Claim Initial Certification Kit : Confirmation Screen

This screen appears after the billing is completed.



The screenshot shows the Cisco user interface for the 'Claim & Purchase Fulfillment' page. The navigation bar includes links for Home, Personal Info, Testing History, Certifications, Certificates & Plaques (which is the active page), Transcripts, and Digital Badges. A 'Logout' link is located in the top right corner. The main content area has a dark blue header with the text 'Claim & Purchase Fulfillment'. Below this, the heading 'Claim & Purchase Fulfillment' is followed by the message: 'The following fulfillment have been successfully purchased and submitted'. A table lists the purchased items:

Name	Price:
CCNA Certificate	\$0.00

**NOTE:** Please allow 6-8 weeks for processing and shipping

# Purchase Additional Certification Kit(s)

1) Click "Fulfillment" →

2) Click "Claim & Purchase Fulfillment" →

3) Select the required certification kit →

4) Click "Purchase" →

Name	Description	Price
<input checked="" type="checkbox"/> CCENT Certificate	Certificate	\$15.00
<input type="checkbox"/> CCNA Certificate	Certificate	\$15.00
<input type="checkbox"/> CCIEC Certificate	Certificate	\$0.00

Tracking: \$ for Printed Certificates

Purchase

**NOTE:**

- **Trackable shipping is available for a fee.**
- If you would like to purchase trackable shipping, please check off the box next to "Tracking".

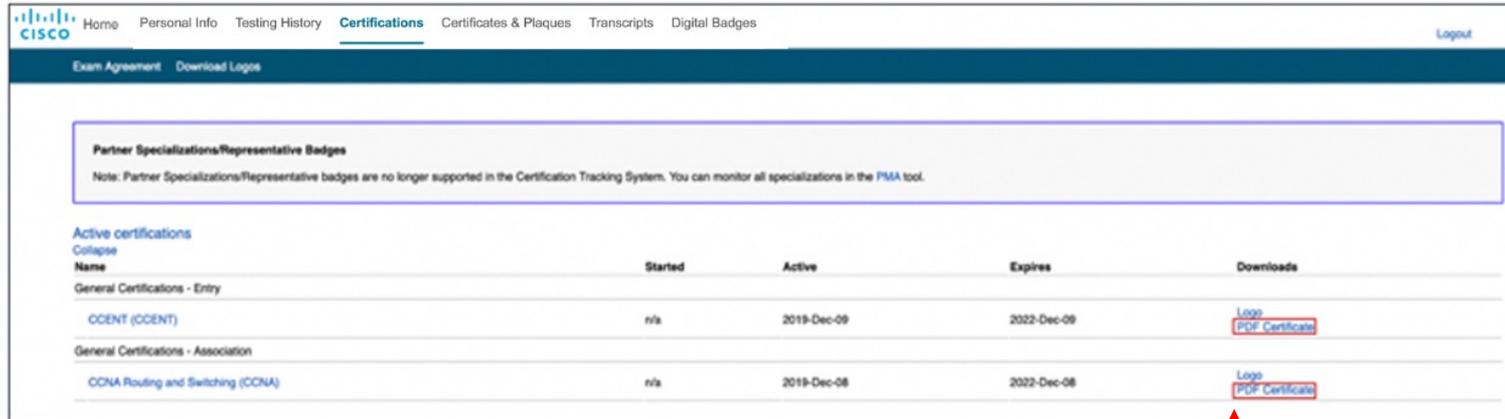
**NOTE:**

The following payment methods are available for certificate purchases:

- PayPal
- Debit Card
- Credit Card

# How to Download your PDF Certificate

1) Click  
"Certifications"



The screenshot shows the Cisco Certification Tracking System interface. The navigation bar includes Home, Personal Info, Testing History, Certifications (highlighted), Certificates & Plaques, Transcripts, Digital Badges, and Logout. Below the navigation bar, there are links for Exam Agreement and Download Logos. A section titled "Partner Specializations/Representative Badges" contains a note: "Note: Partner Specializations/Representative badges are no longer supported in the Certification Tracking System. You can monitor all specializations in the PMA tool." Below this, there is a section for "Active certifications" with a "Collapse" link. A table lists active certifications with columns for Name, Started, Active, Expires, and Downloads. Two certifications are listed: CCENT (CCENT) and CCNA Routing and Switching (CCNA). Both have "Logo" and "PDF Certificate" links in the Downloads column, with the "PDF Certificate" links highlighted in red.

Name	Started	Active	Expires	Downloads
General Certifications - Entry				
CCENT (CCENT)	n/a	2019-Dec-09	2022-Dec-09	Logo PDF Certificate
General Certifications - Association				
CCNA Routing and Switching (CCNA)	n/a	2019-Dec-08	2022-Dec-08	Logo PDF Certificate

**NOTE:** PDFs are only available for qualifying certifications that are active and not expired.

3) Click "PDF Certificate"

# Certification Fulfillment Kit History & Status

1) Click "Certificates & Plaques"



Name	Verification Code	Queued	Sent	Complete	Status
Cisco Certified Network Associate Routing and Switching (Certificate)	V7L4P3MC	December 2019	n/a	n/a	n/a
CCIE Certification - Collaboration (Plaque)		December 2019	n/a	n/a	n/a
4013 Recognition (Letter)	CBX0395KI	November 2019	n/a	n/a	n/a
4011 Recognition (Letter)	VLV7K532E	November 2019	n/a	n/a	n/a

2) You can view the history here



**NOTE:** Please allow 6-8 weeks for processing and shipping

3) You can view the status here



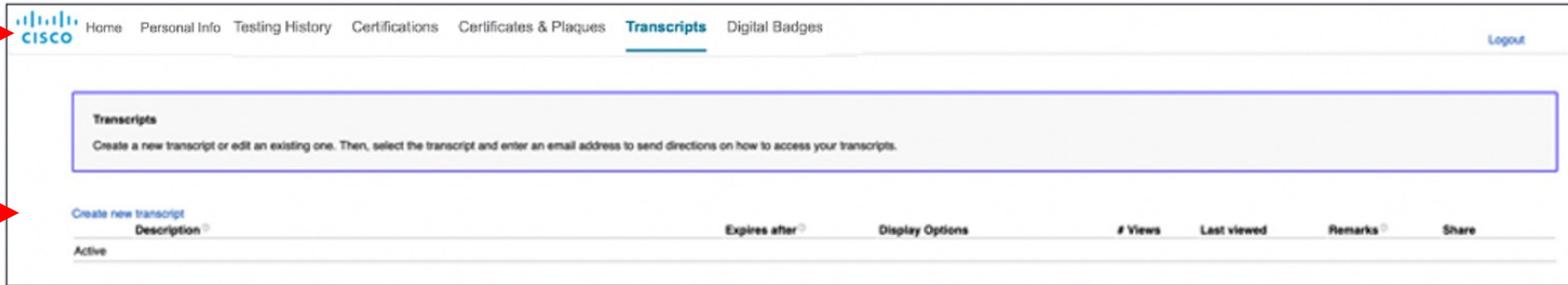
## 8. Transcript: Third-Party Verification Disclosure

# How to Disclose your Transcript to Third Parties

This function allows you to disclose your certification status to third parties.

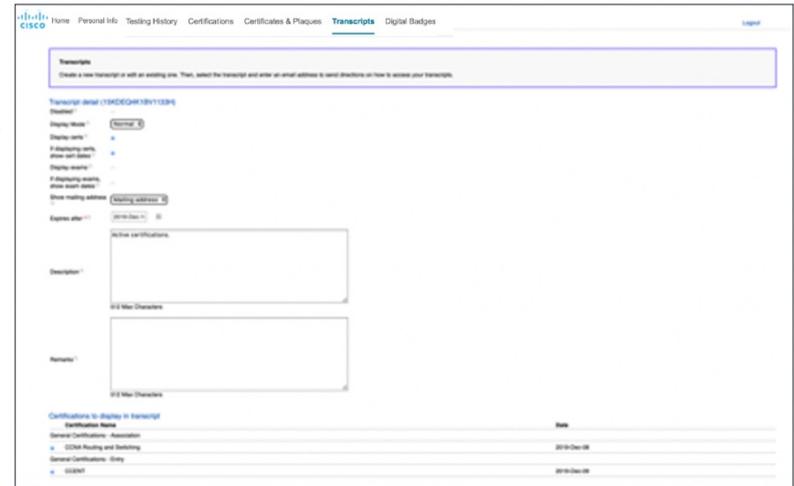
1) Click  
“Transcripts”

2) Click “Create  
New Transcript”



The screenshot shows the Cisco user interface with the 'Transcripts' tab selected in the navigation menu. Below the navigation bar, there is a section titled 'Transcripts' with the instruction: 'Create a new transcript or edit an existing one. Then, select the transcript and enter an email address to send directions on how to access your transcripts.' Below this instruction, there is a 'Create new transcript' button and a table with columns: 'Description', 'Expires after', 'Display Options', '# Views', 'Last viewed', 'Remarks', and 'Share'. The table contains one entry with the status 'Active'.

3) Enter the relevant  
information and select the  
desired disclosure status



The screenshot shows the 'Create new transcript' form. The form includes fields for 'Transcript ID', 'Display name', 'Display units', 'Display units', 'Display units', 'Expires after', 'Description', and 'Remarks'. There are also checkboxes for 'Active certifications' and 'All New Certificates'. Below the form, there is a table with columns 'Certification to display in transcript', 'Certification Name', and 'Date'.

Certification to display in transcript	Certification Name	Date
<input type="checkbox"/>	General Certifications - Association	2019-Dec-08
<input type="checkbox"/>	General Certifications - Security	2019-Dec-08
<input type="checkbox"/>	General Certifications - Store	2019-Dec-08
<input type="checkbox"/>	CCENT	2019-Dec-08

# How to Disclose your Transcript to Third Parties

Once a transcript is created, you can choose where and which media you want to share it on.

The screenshot displays the Cisco Transcripts management interface. At the top, there is a navigation bar with the Cisco logo and menu items: Home, Personal Info, Testing History, Certifications, Certificates & Plaques, **Transcripts**, and Digital Badges. A 'Logout' link is in the top right. Below the navigation bar, a green notification box states 'Transcript created'. A purple-bordered box titled 'Transcripts' contains the instruction: 'Create a new transcript or edit an existing one. Then, select the transcript and enter an email address to send directions on how to access your transcripts.' Below this is a 'Create new transcript' link. The main area features a table with columns: Description, Expires after, Display Options, # Views, Last viewed, Remarks, and Share. A single row is visible with the description 'Active' and 'View Active certifications.' A modal window titled 'Email this Transcript' is open, showing a 'To:' field with the email address 'CSCO10000000@gmail.com' and buttons for 'Send' and 'Preview Email'. Social media share icons (Facebook, Twitter, LinkedIn) are located in the 'Share' column of the table. Two red arrows point to the 'Edit' link in the table and the social media share icons.

1) Edit and view transcripts for valid certifications

2) You can share the transcripts via email, links, Facebook, Twitter, or LinkedIn.

# How to Disclose your Transcript to Third Parties

Disclosure to third-party

Sample email



The following is an example of the email that will be sent. If you wish, you can copy the Transcript link and place it in your own email.

**Subject** CertMetrics - Transcript for John Doe

**Message** This email was sent because we received a request to have transcript information for John Doe emailed to you.

Please click the following link to view transcript  
15KDEQ4K1BV1133H:  
[https://beta.certmetrics.com/cisco/public/transcript.aspx?  
transcript=15KDEQ4K1BV1133H](https://beta.certmetrics.com/cisco/public/transcript.aspx?transcript=15KDEQ4K1BV1133H)

This transcript currently expires on Tuesday, December 10, 2019.

Sample transcript



View Transcript		Logout
John Doe		
Test123test Test2 Cor Line 3 Cor City, North Carolina 12345 United States		
The following information has been provided to you by John Doe as a validation of current exam and certification achievements.		
Certification Name	Date	
General Certifications - Association		
CCNA Routing and Switching (CCNA)	2019-Dec-08	
General Certifications - Entry		
CCENT (CCENT)	2019-Dec-09	

