Cisco Certification Tracking System User Guide

1. Log in
2. Confirm Personal Information
3. Landing Page
4. Review Certification Progress and Certification Agreement
5. Review Continuing Education
6. Review Testing History
7. Download Certification Logo(s)
8. Certificates & Plaques
9. Digital Badges & Transcript: Third-Party Verification Disclosure
10. Schedule Cisco Certification Exam(s), Score Reports, Exam Receipts

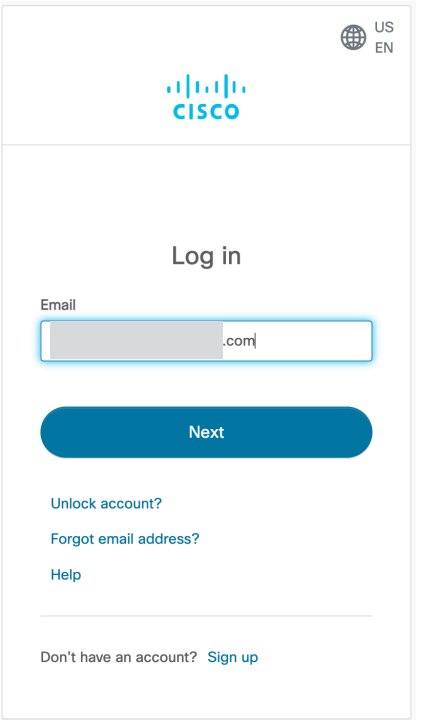
March 2025

1. Log in

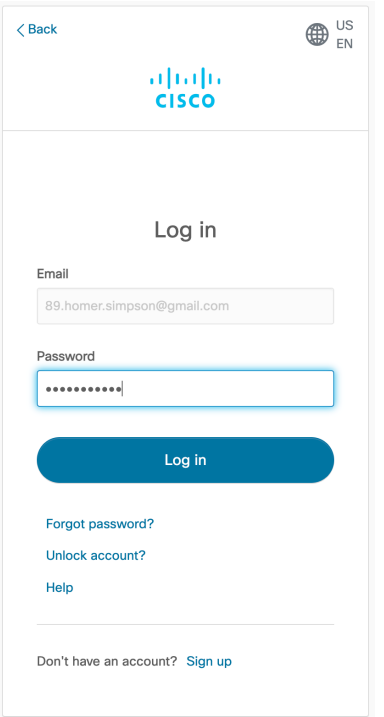
How to Log in (Existing Users)

To log in to the Certification Tracking System, please click the following link: https://cp.certmetrics.com/cisco/en/login

1) Log in with your Cisco.com ID
2) Click on “Next”



4) Enter Password
5) Click on “Log in”



NOTE:
If you need to change or add a new Cisco Id to your Certification Tracking System account. Please open a case with Online Support to map your profile.

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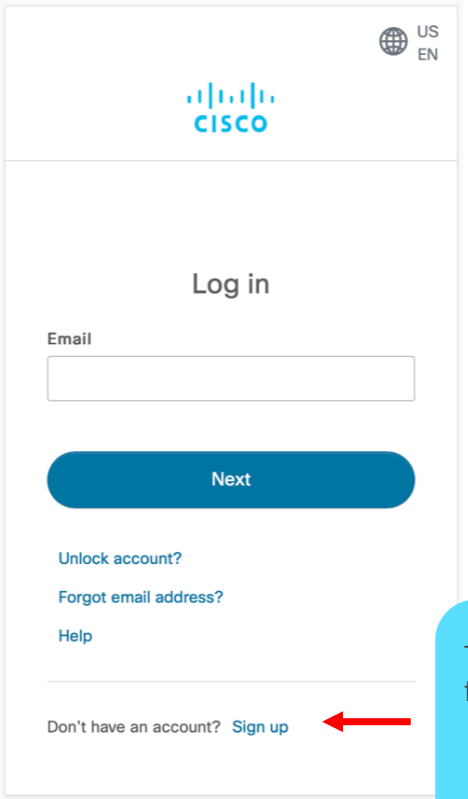
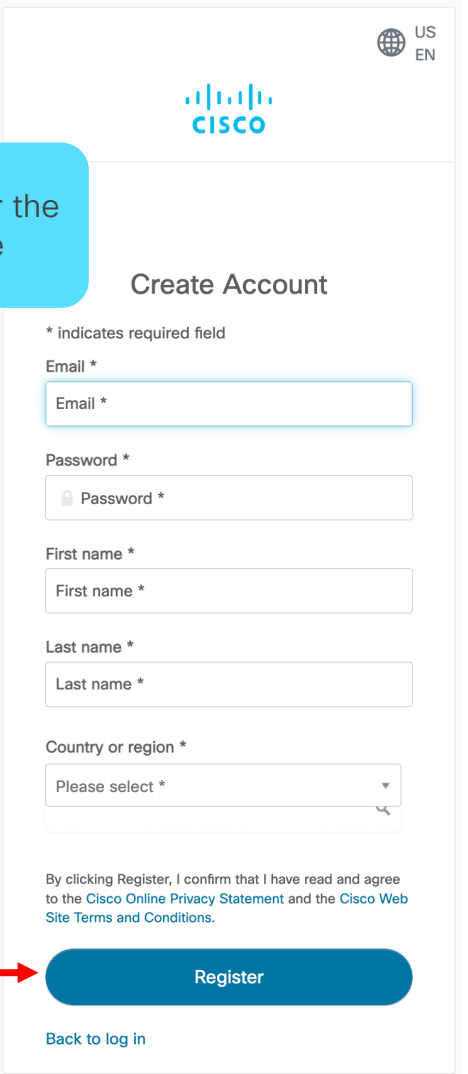
First Time Login



NOTE:
If you are logging into the Certification Tracking System for the first time and do not have a Cisco.com ID created. Please follow the instructions below to set up an account.

To log in to the Certification Tracking System, please click the following link: https://cp.certmetrics.com/cisco/en/login

1) Click on “Sign up”
2) Create Account – Fill in all required fields
3) Click on “Register”



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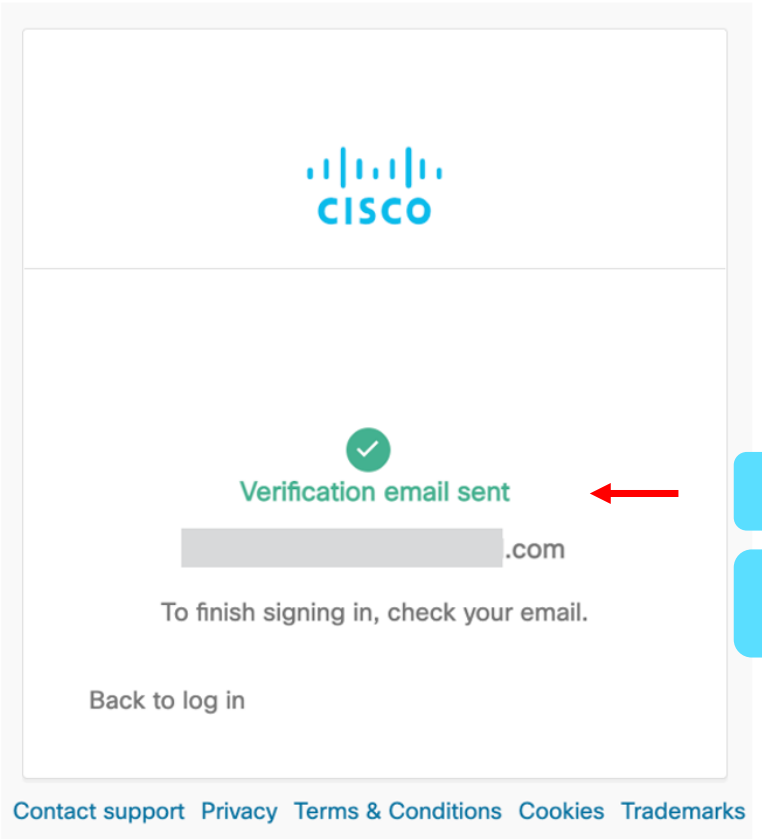
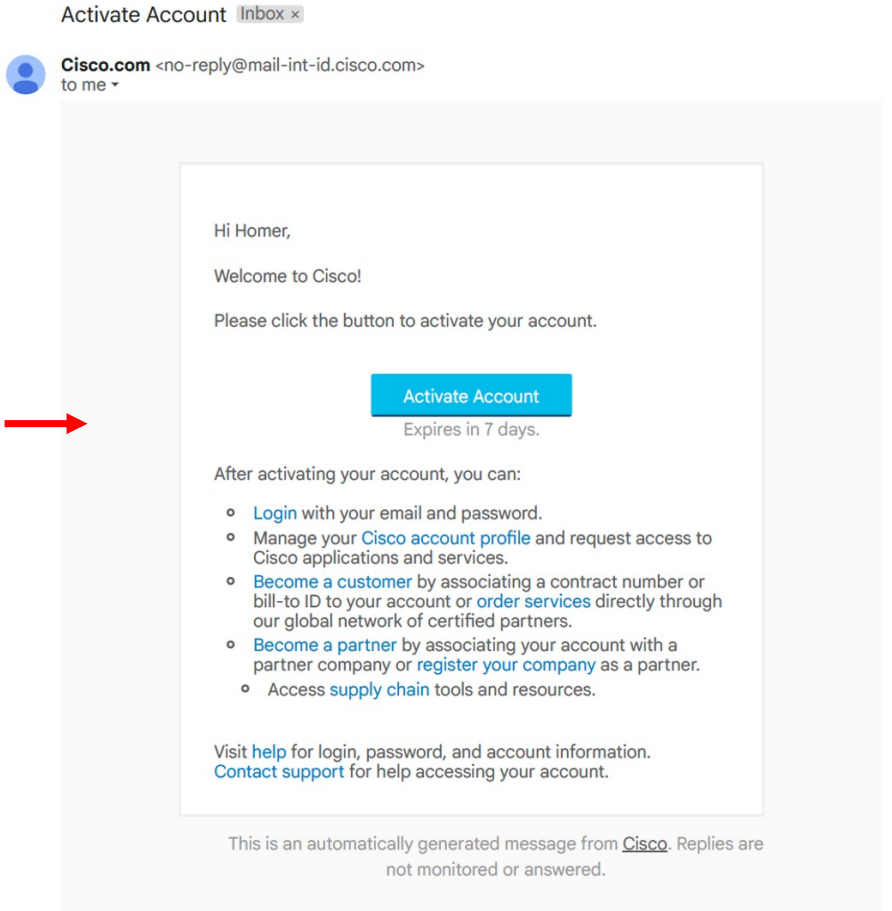
First Time Login



4) Verification email sent

5) Click on “Activate Account” found in your email inbox.



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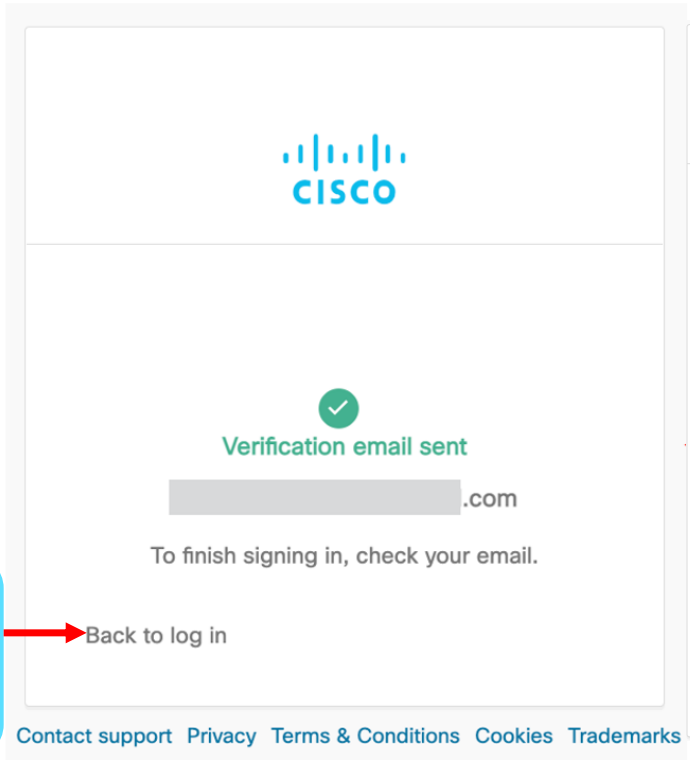
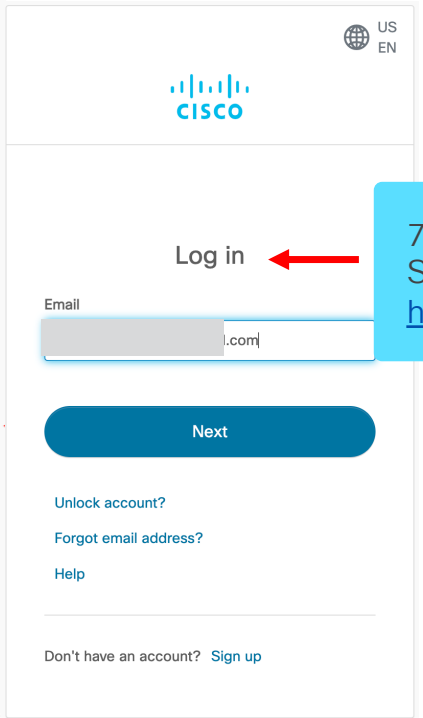
After Account Mapping Completion



6) You can click on “Back to log in” to re-log into the Certification Tracking System



7) Or log into the Certification Tracking System, by clicking on the following link: https://cp.certmetrics.com/cisco/en/login

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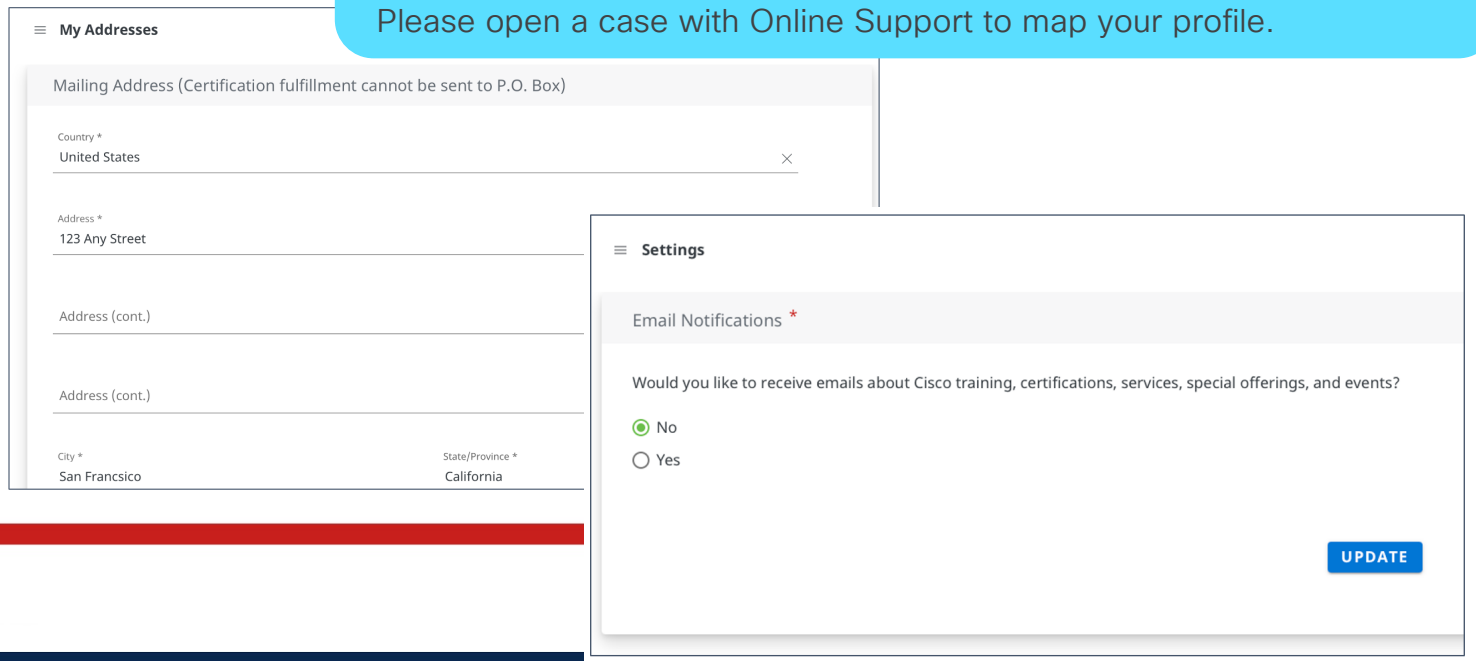
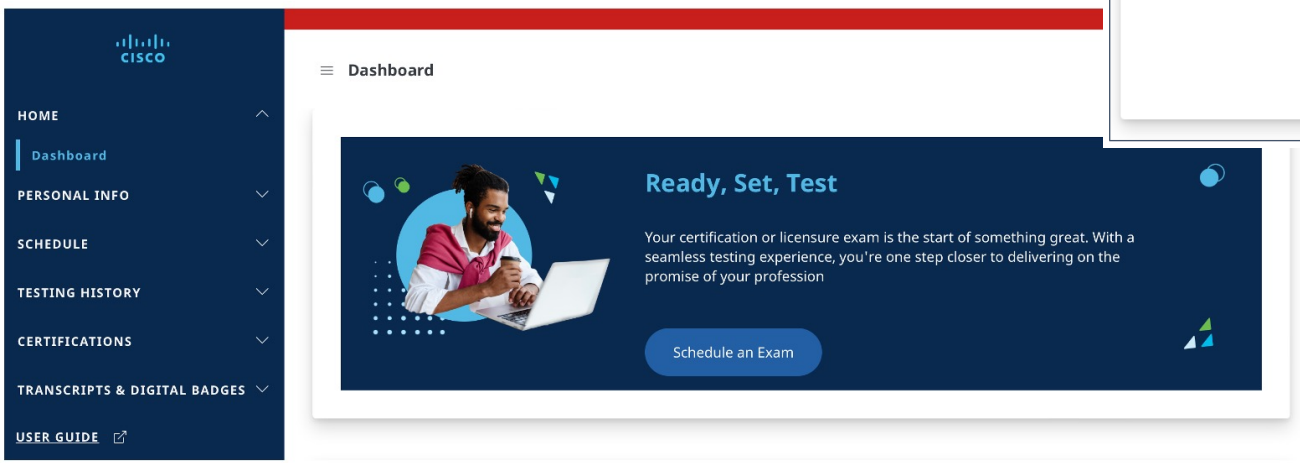
After Account Mapping Completion

NOTE:
Candidates accessing the Certification Tracking System for the first time and have made a test appointment with Pearson VUE prior to September 27, 2022, and never logged into the Certification Tracking System. Please open a case with Online Support to map your profile.

You will be prompted to update all required fields (mailing address & and settings).





The home screen will look like this once all required fields have been updated/completed.

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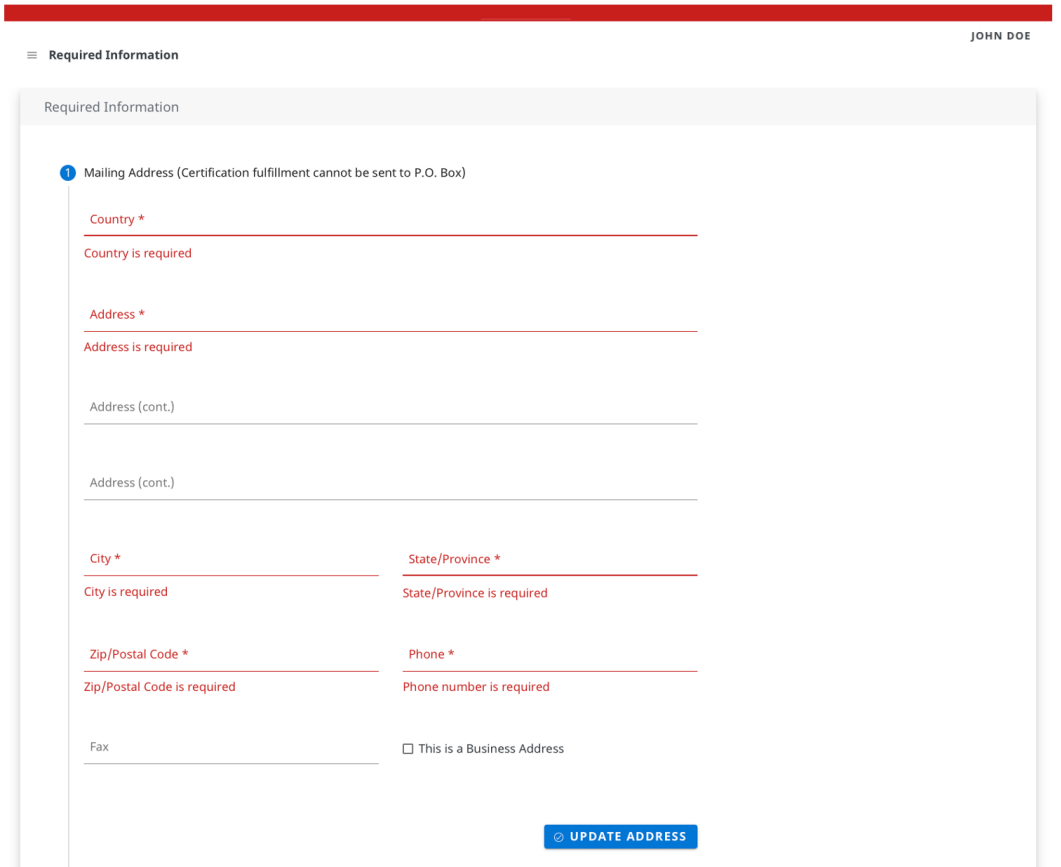
2. Confirm Personal Information

Update Personal Information (First Time Log in)

1) Required Information: “Mailing Address”

2) Update the “Required*” information

3) Click on “Update Address”



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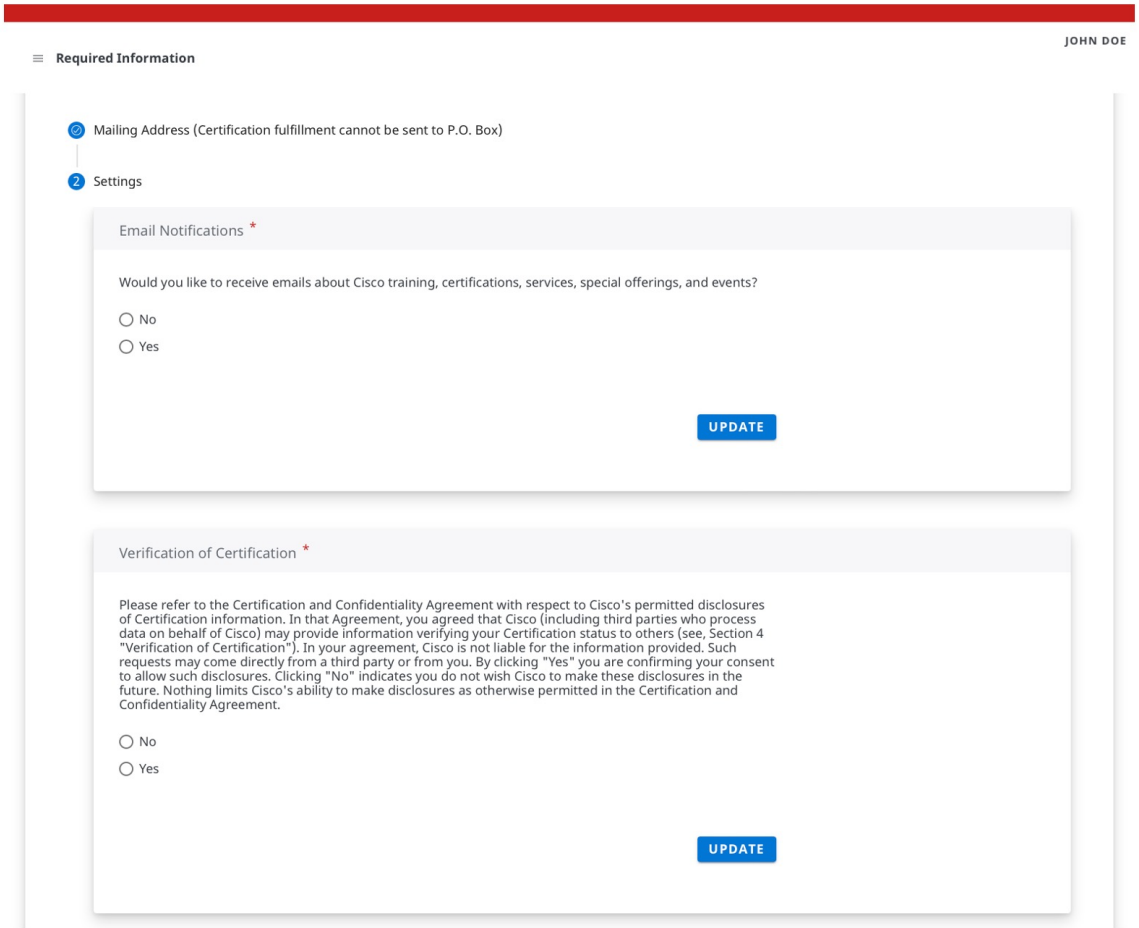
Update Personal Information (First Time Log in)

1) Required Information: “Settings”

2) Update the “Required*” information

3) Click on “Update”



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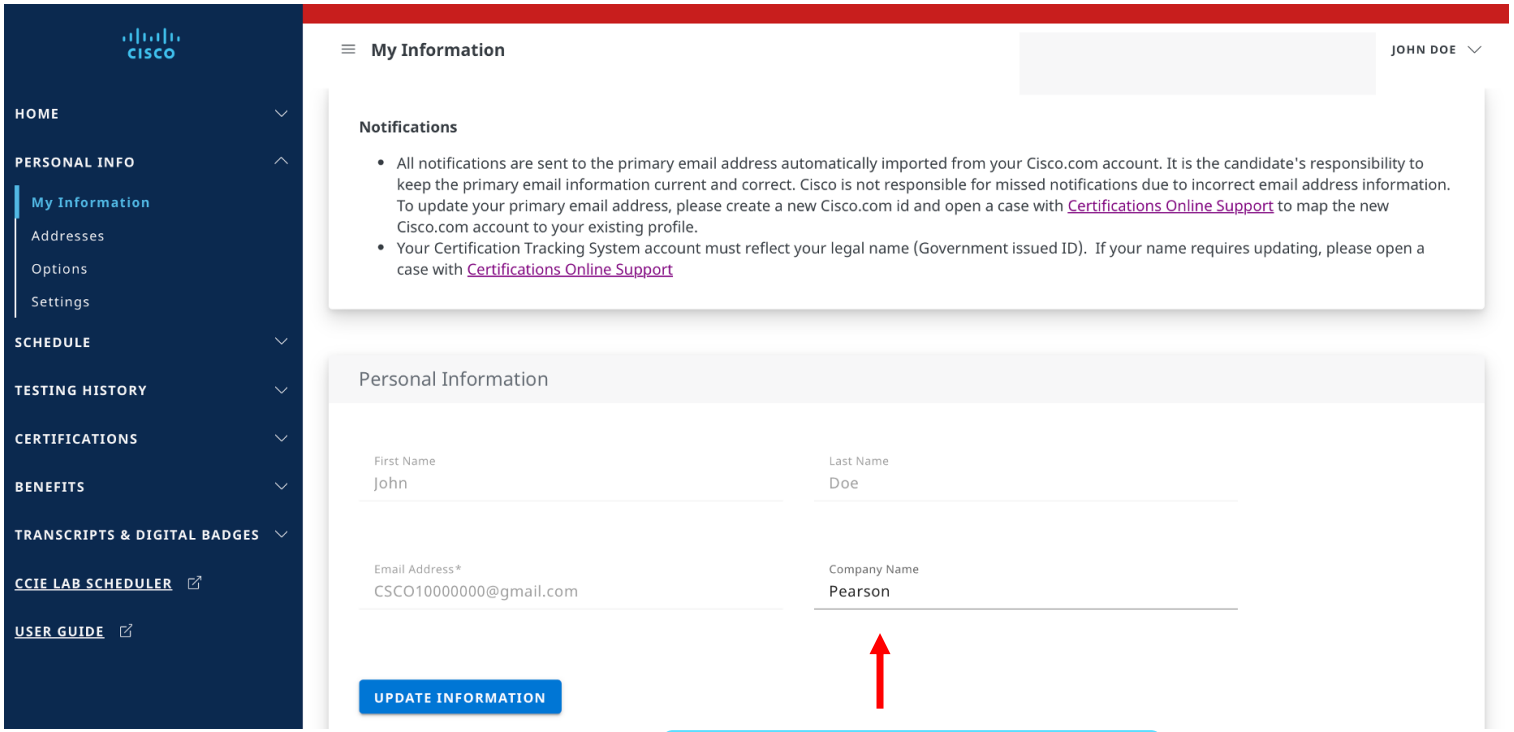
Update Personal Information (Company)

1) Click on “Personal Info”

2) Click on “My Information”



3) Update “Company Name”

4) Click on “Update Information”

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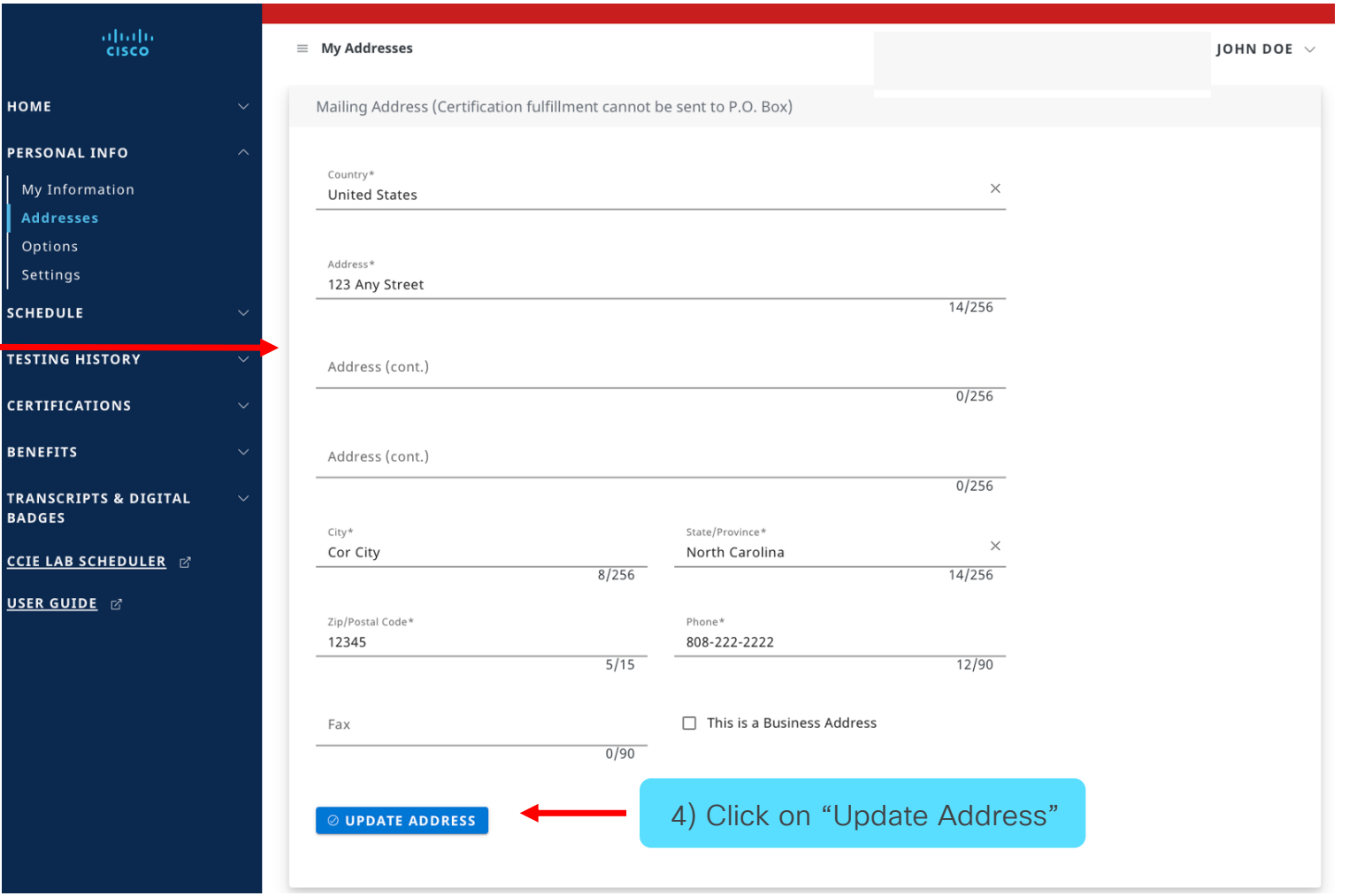
Update Existing Personal Information (Address)

1) Click on “Personal Info”

2) Click on “Addresses”

3) Update the “Required*” information



4) Click on “Update Address”

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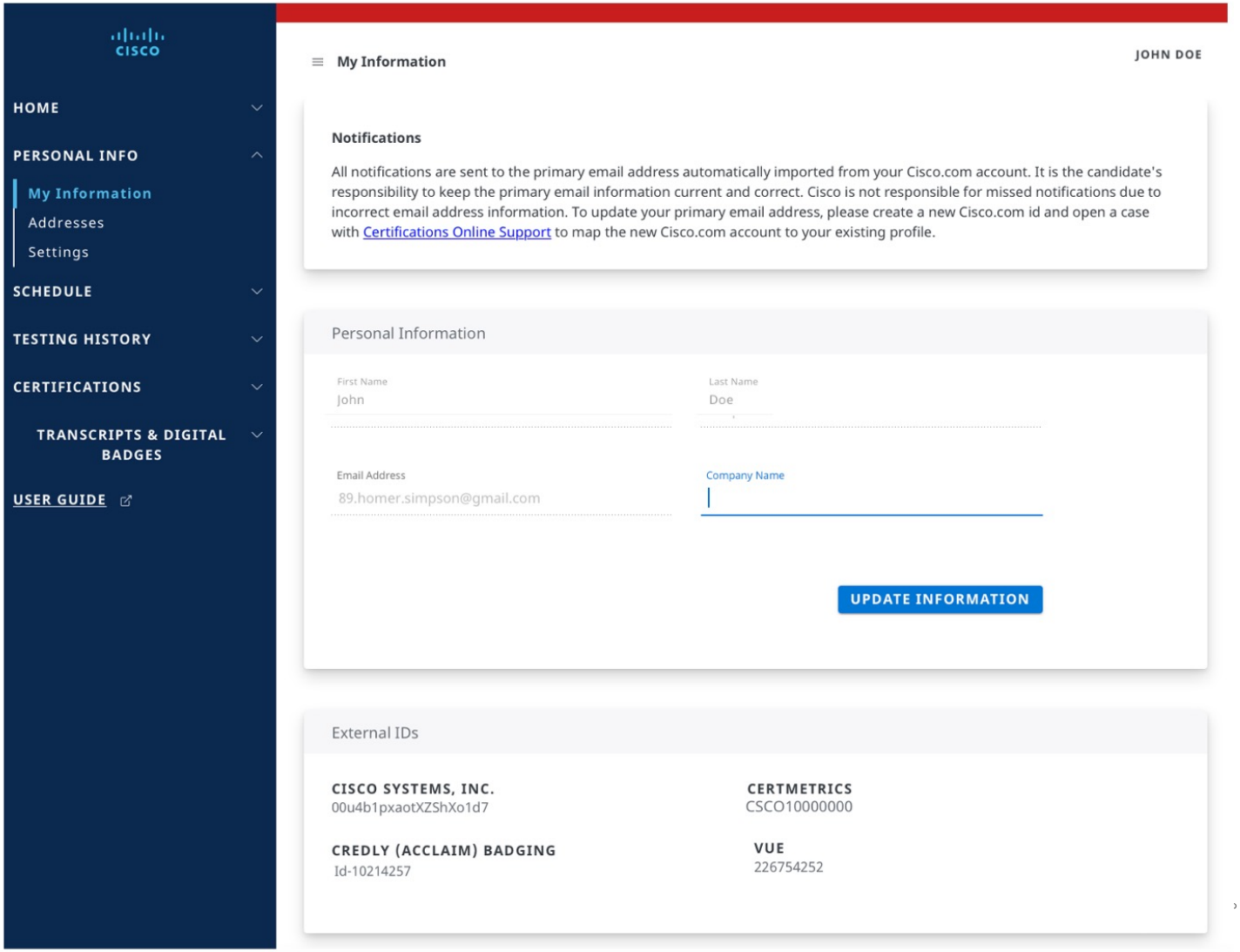
Review External IDs: Cisco.com, CSCO, Credly, & VUE

1) Click on “Personal Info”

2) Click on “My Information”

3) External ID’s



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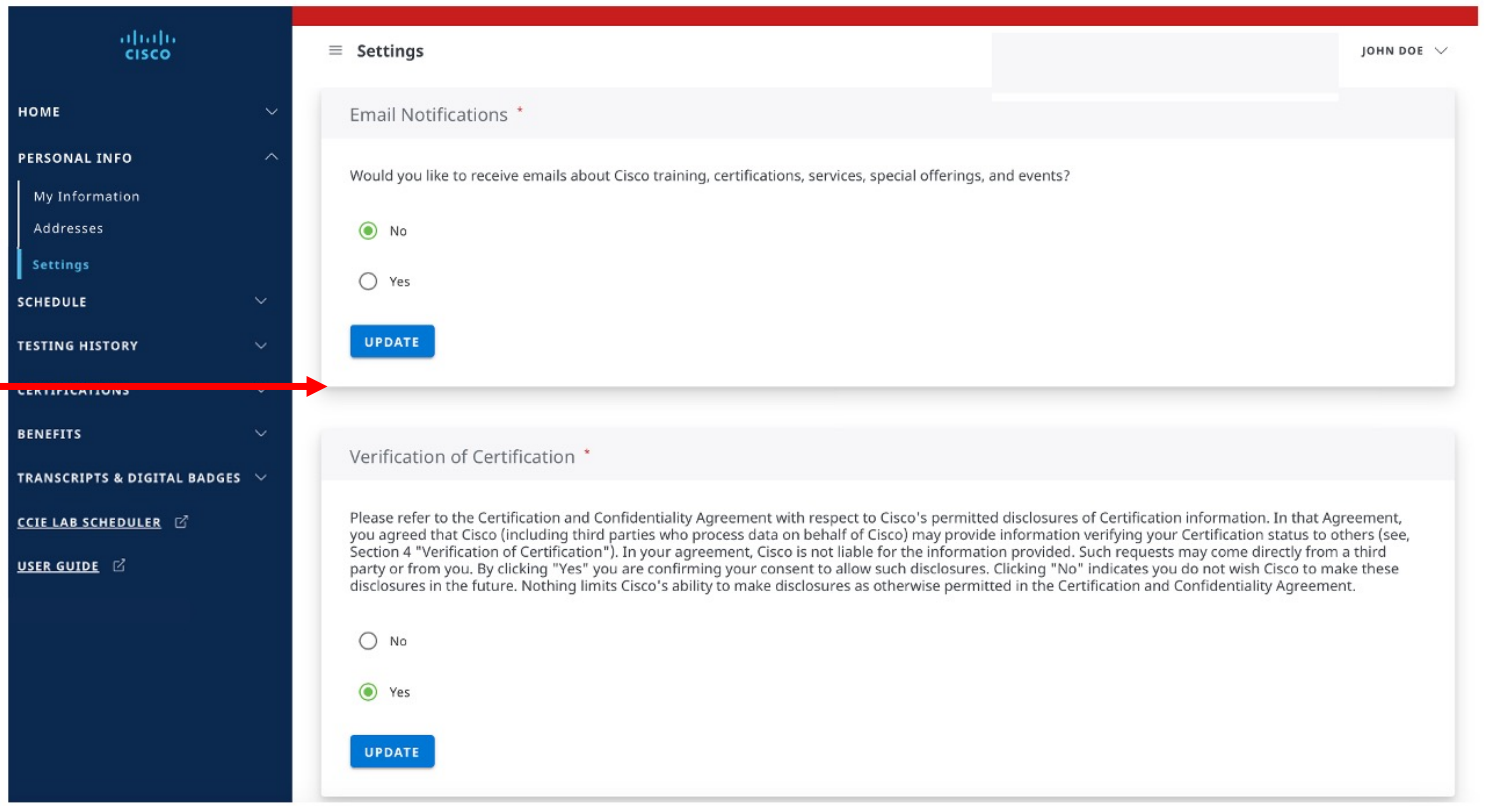
Update Personal Information (Settings)

1) Click on “Personal Info”

2) Click on “Settings”

3) Update the “Required*” information



4) Click on “Update”

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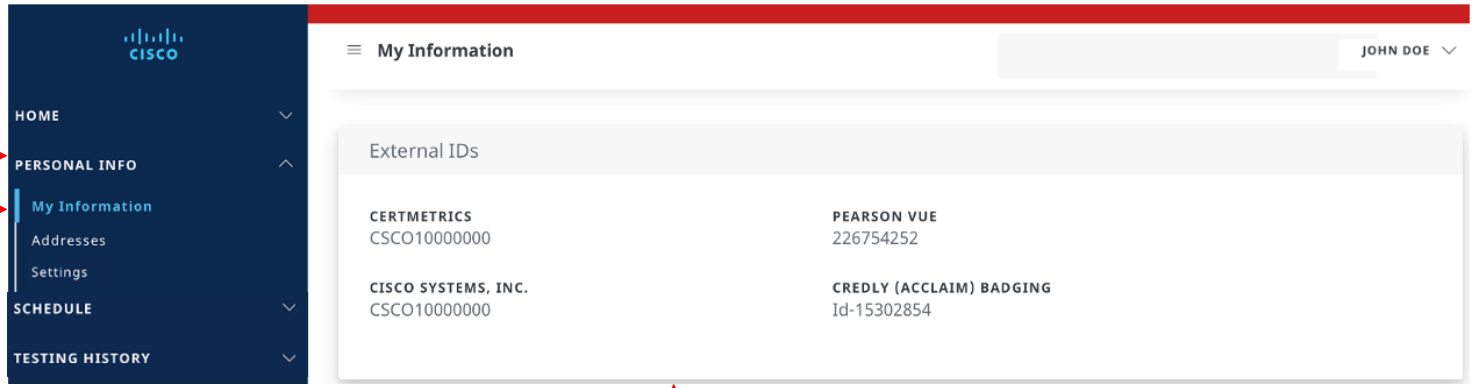
Review External IDs: Cisco.com, CSCO, Credly, & VUE

1) Click on “Personal Info”

2) Click on “My Information”



3) Scroll to the bottom of the page

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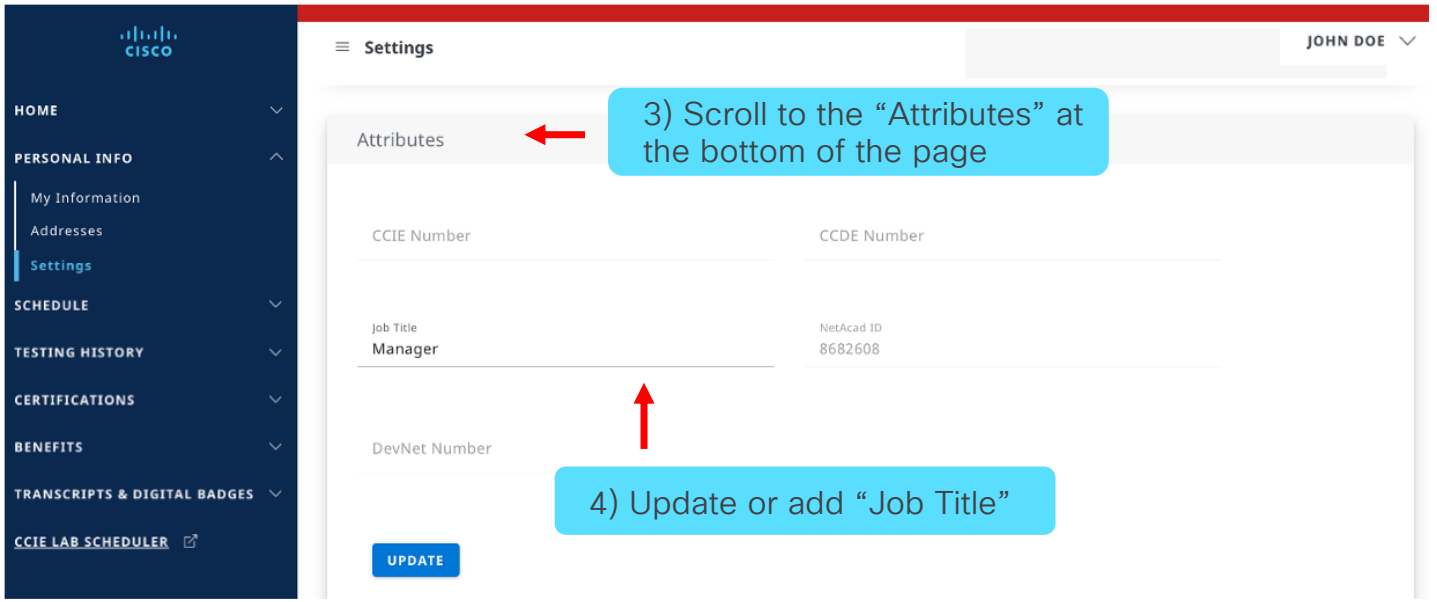
Update Job Title

1) Click on “Personal Info”

2) Click on “Settings”



3) Scroll to the “Attributes” at the bottom of the page

4) Update or add “Job Title”

5) Click on “Update”

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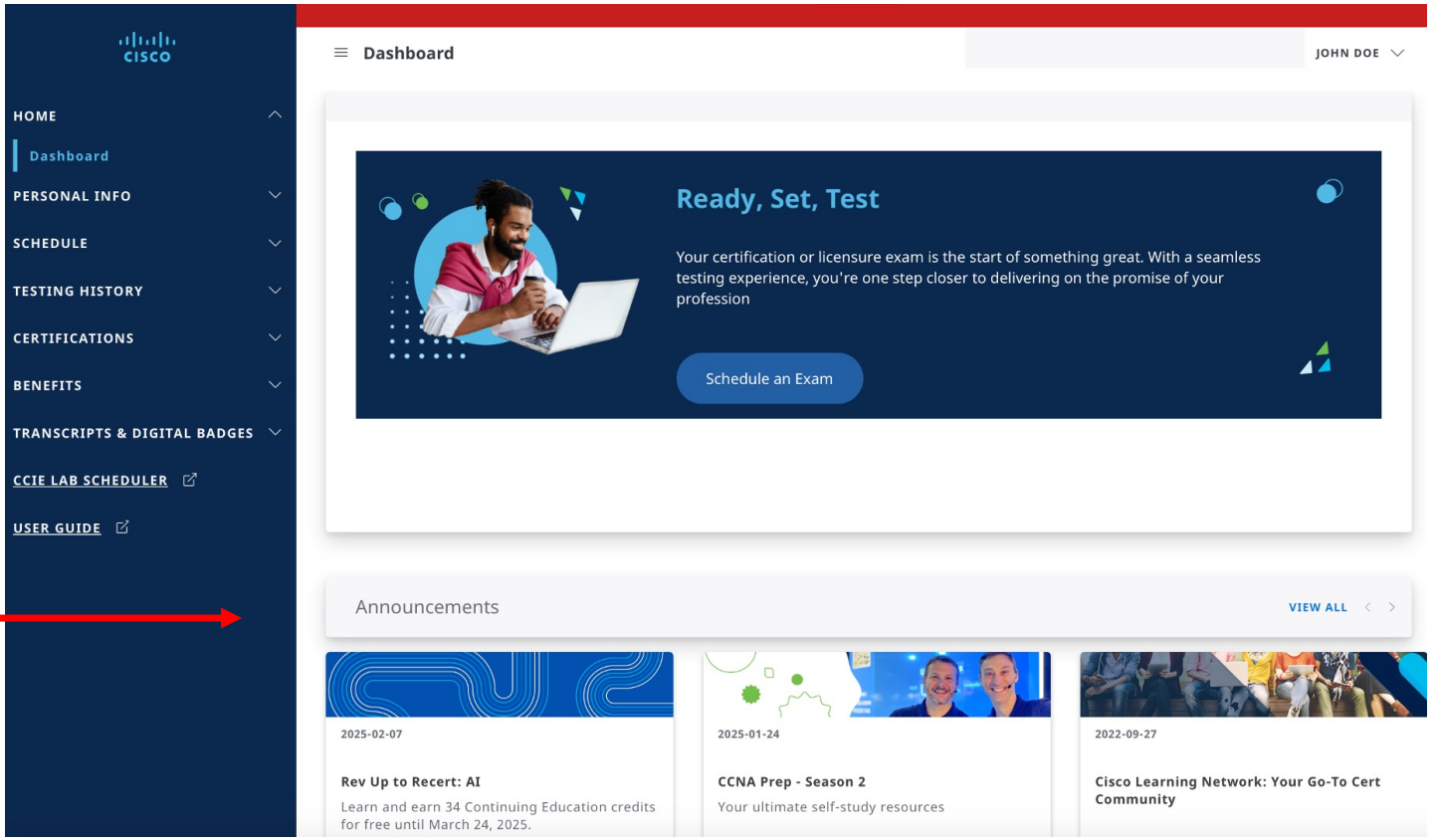
3. Landing Page

Landing Page (Announcements, Recent Activity, Upcoming Expirations)

1) Click on “Dashboard”

2) Announcements



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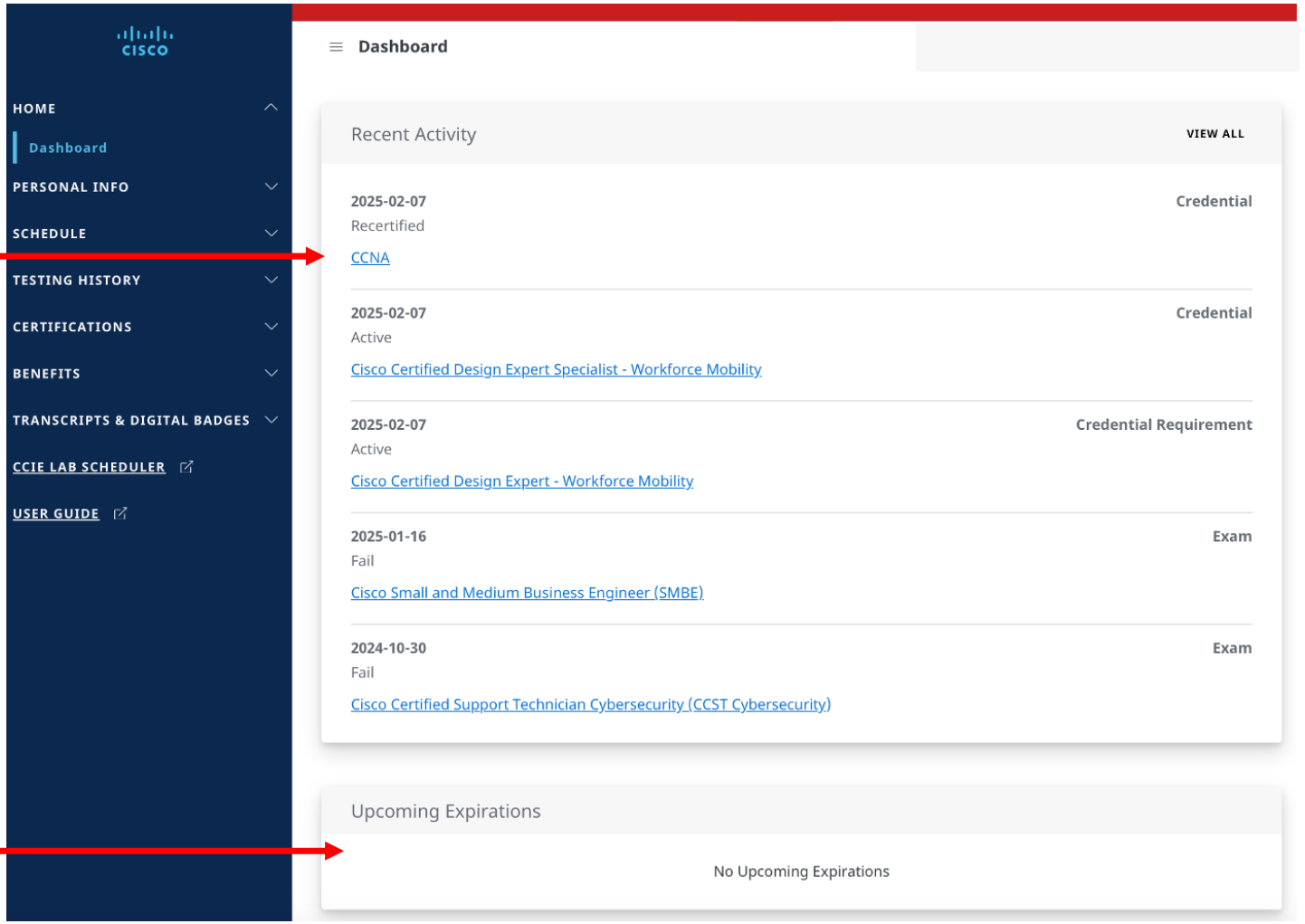
Landing Page (Announcements, Recent Activity, Upcoming Expirations)

3) Recent Activity

4) Upcoming Expirations



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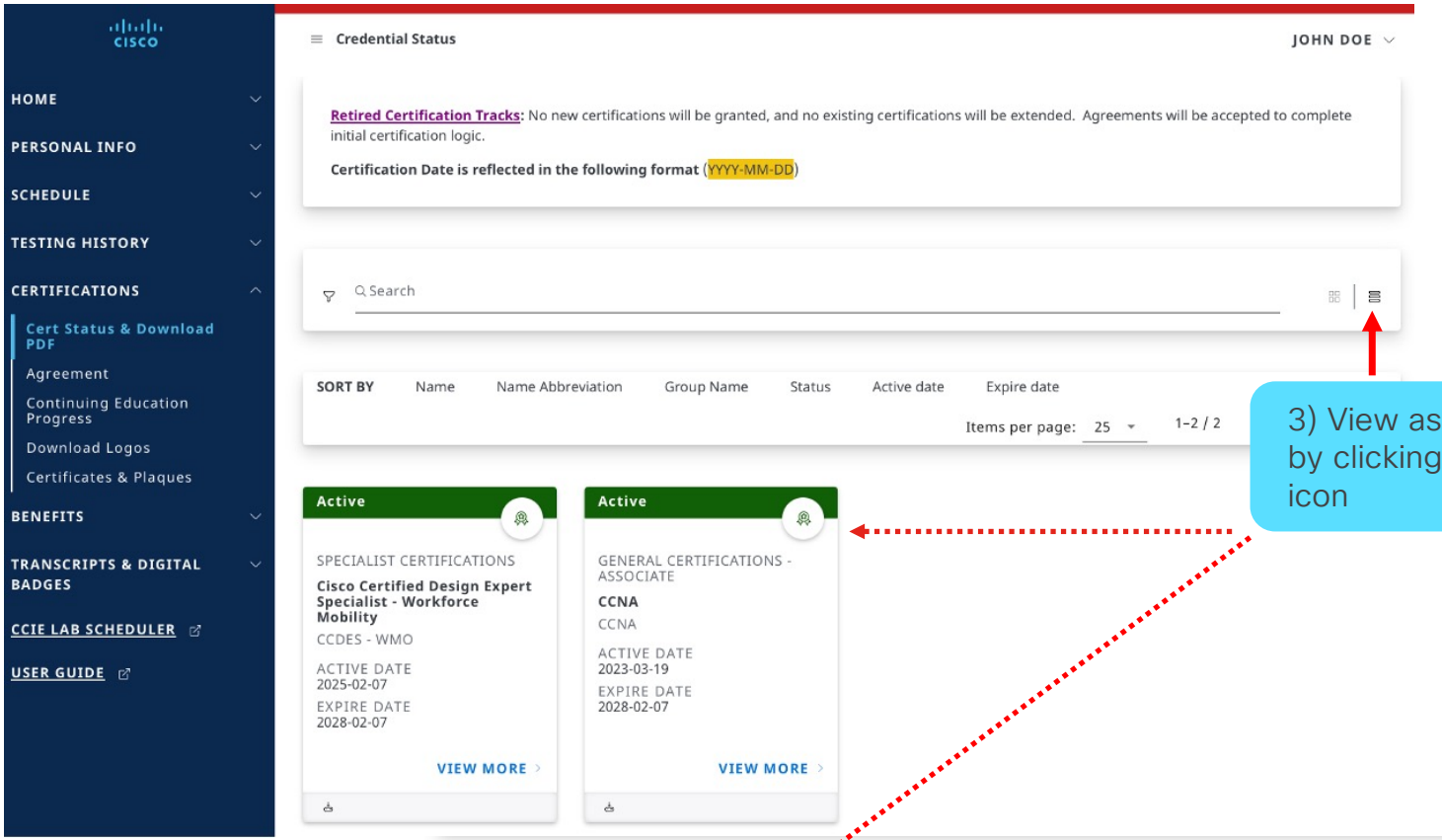
4. Review Certification Progress & Certification Agreement

Certification Status View (Page Layout)

1) Click on “Certifications”

2) Click on “Cert Status & Download PDF”



3) View as a list or tiles by clicking on the toggle icon

Name	Name Abbreviation	Group Name	Status	Active date	Expire date
Cisco Certified Design Expert Specialist - Workforce Mobility	CCDES - WMO	Specialist Certifications	Active	2025-02-07	2028-02-07
CCNA	CCNA	General Certifications - Associate	Active	2023-03-19	2028-02-07

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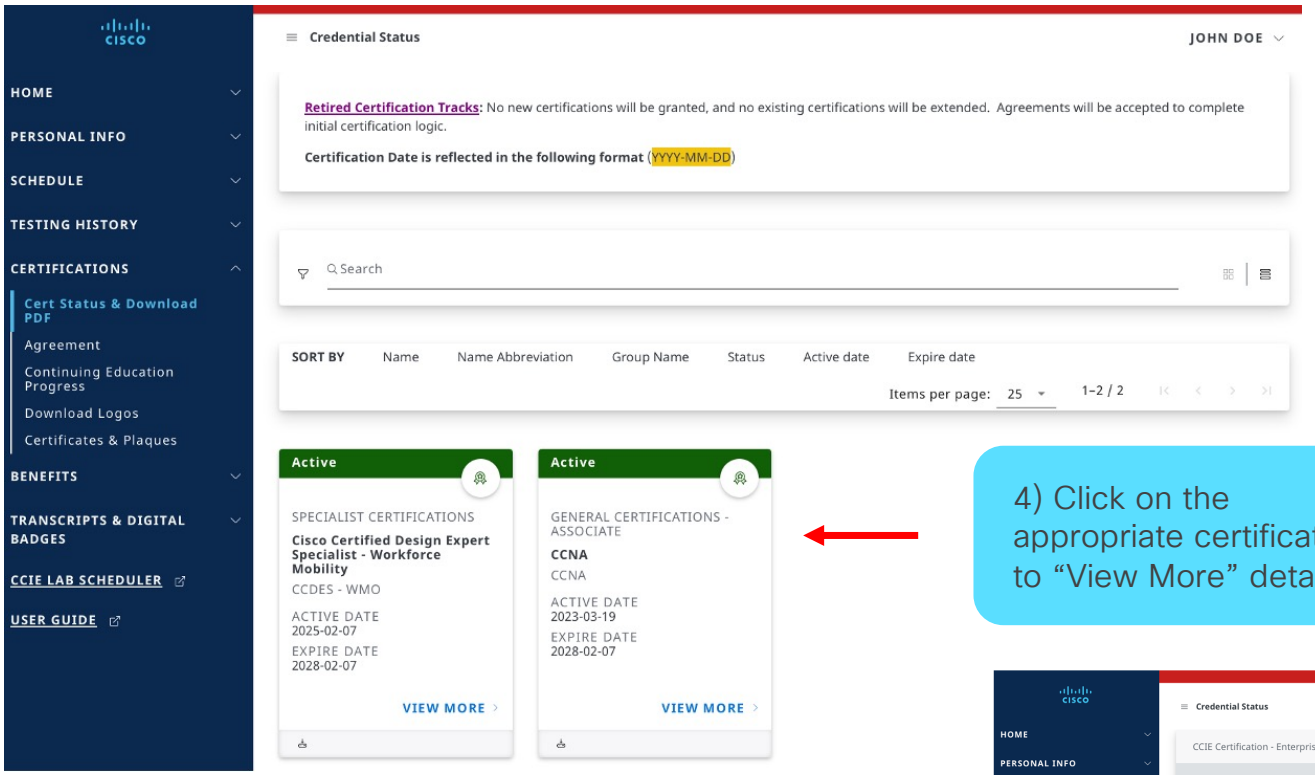
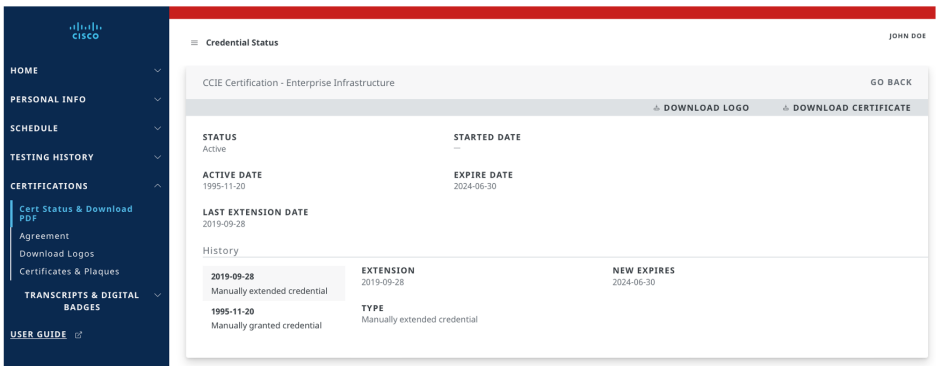
How to Review Certification Status



4) Click on the appropriate certification to “View More” details

5) After selection, this screen will appear



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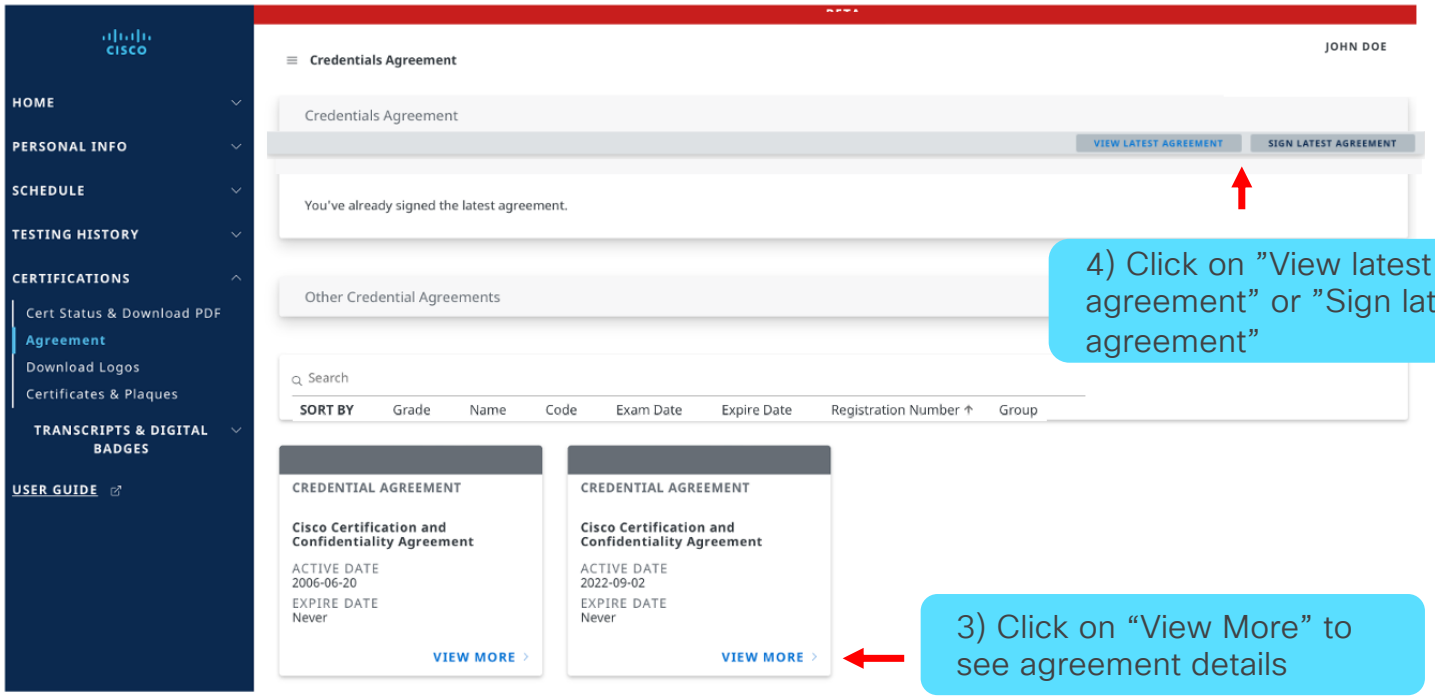
Certification History and Exam Agreement

1) Click on “Certifications”

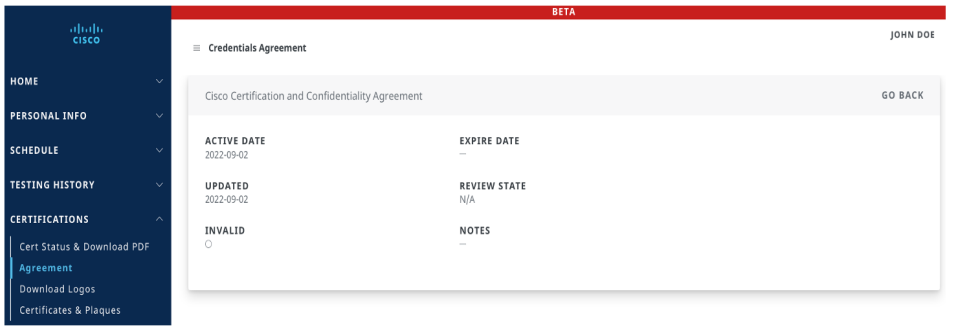
2) Click on “Agreement”



4) Click on ”View latest agreement” or ”Sign latest agreement”

3) Click on “View More” to see agreement details

5) After selection, this screen will appear



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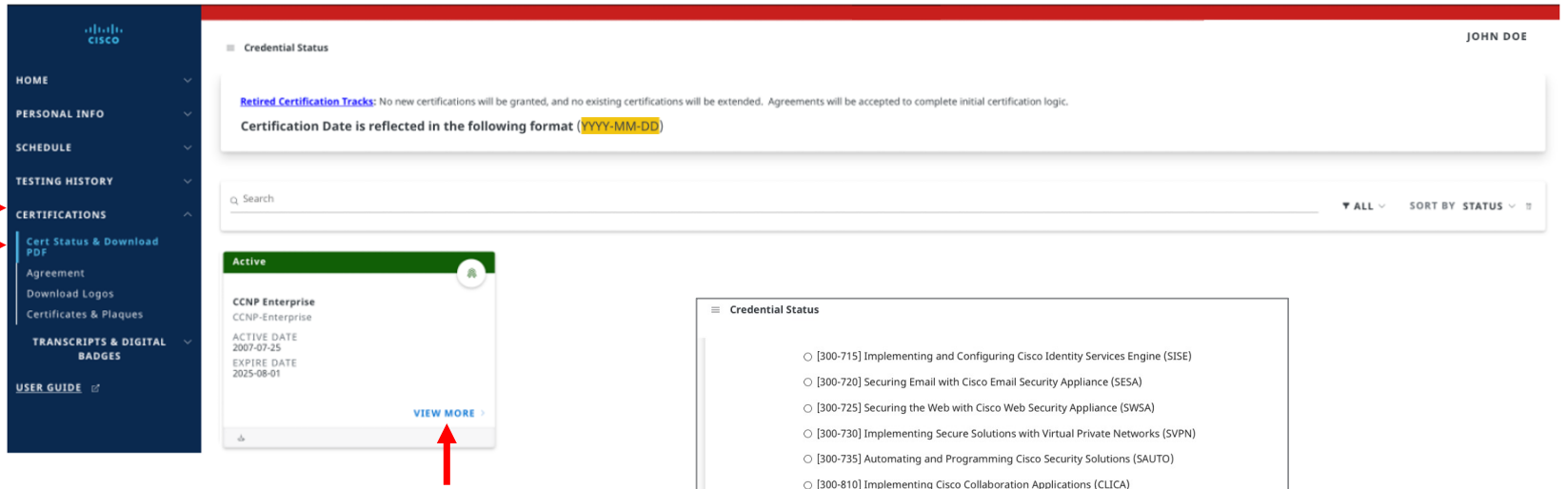
5. Review Continuing Education

Review Continuing Education Credit

1) Click on “Certifications”

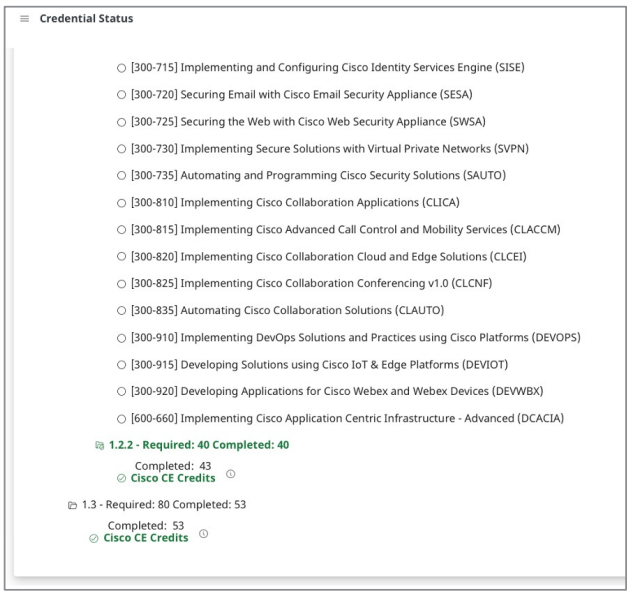
2) Click on “Cert Status & Download PDF



3) Click on “View More”

4) After selection, this screen will appear

5) Scroll down to “Cisco CE Credits”



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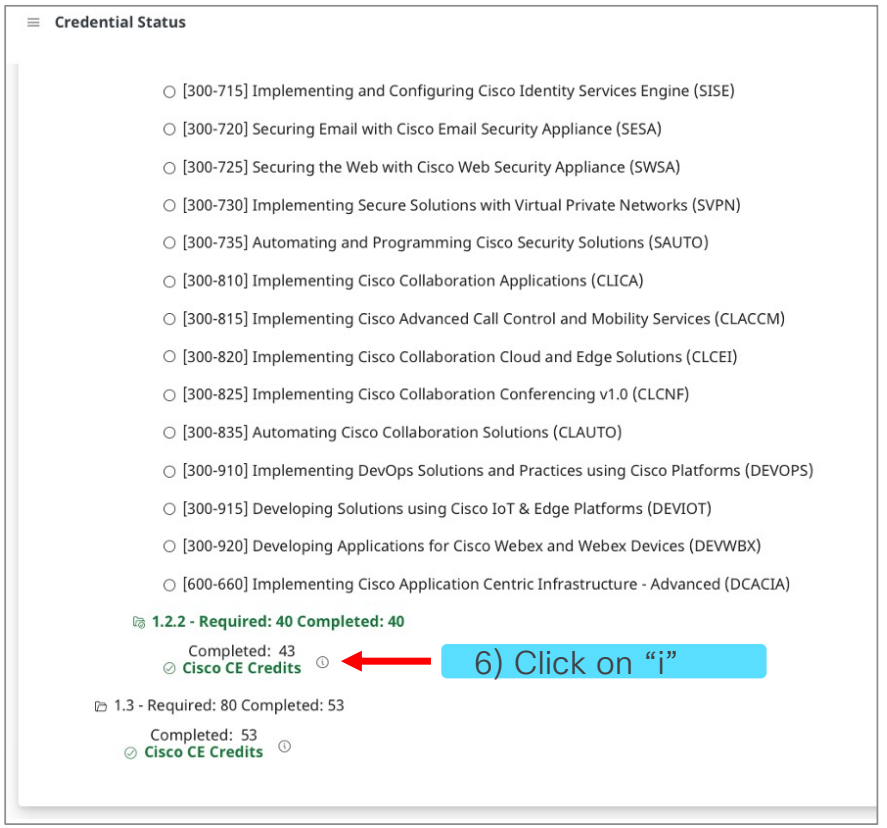
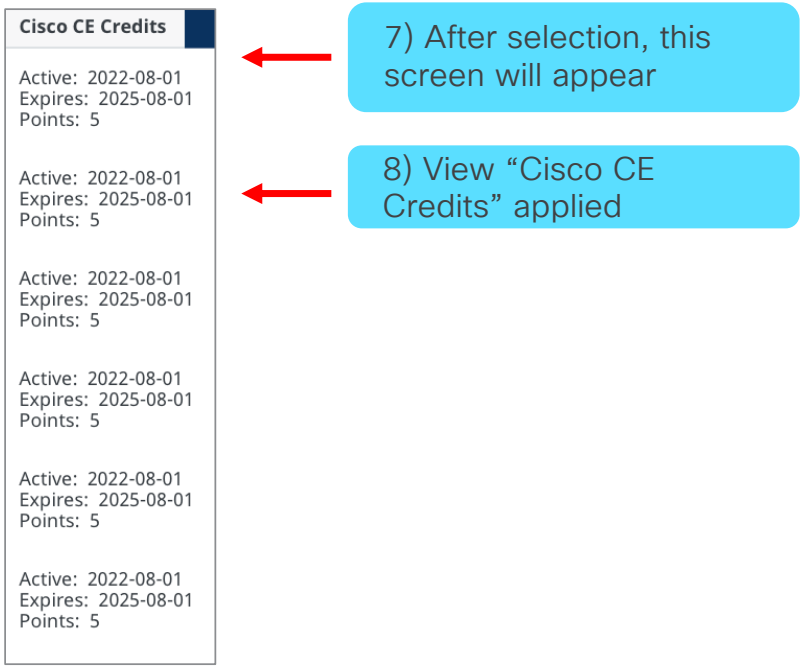
Review Continuing Education Credit





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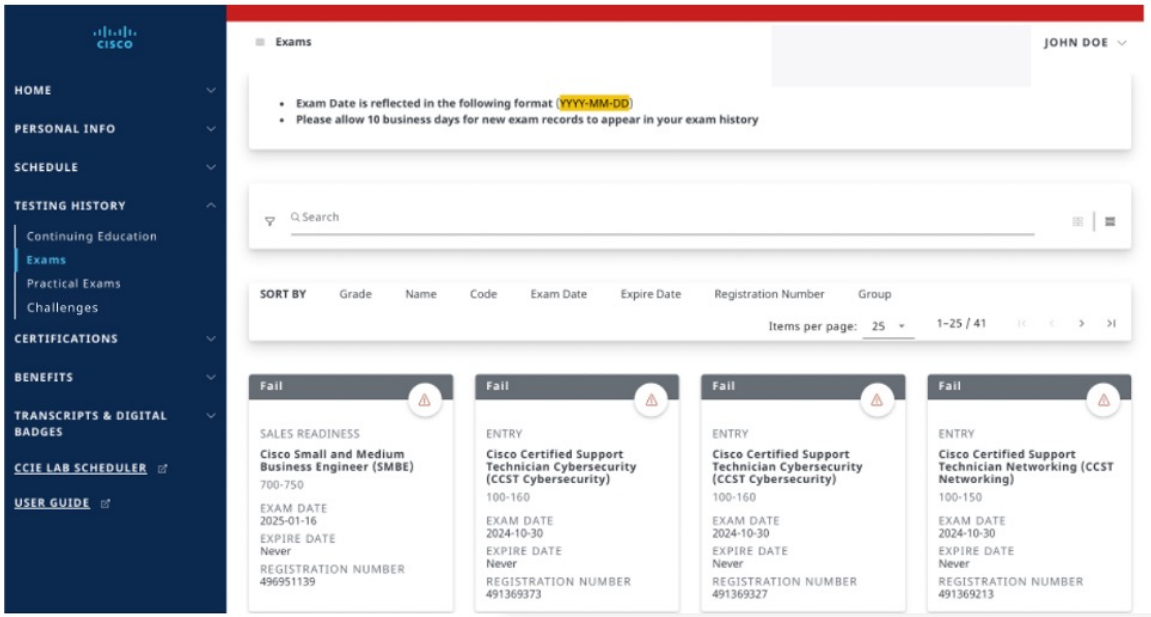
6. Review Testing History

Test Information History View (Page Layout)

1) Click on “Test History”

2) Click on “Exams”



3) View as a list or tiles by clicking on the toggle icon

Grade	Name	Code	Exam Date	Expire Date	Registration Number	Group
Fail	Cisco Small and Medium Business Engineer (SMBE)	700-750	2025-01-16	Never	496951139	Sales Readiness
Fail	Cisco Certified Support Technician Cybersecurity (CCST Cybersecurity)	100-160	2024-10-30	Never	491369373	Entry
Fail	Cisco Certified Support Technician Cybersecurity (CCST Cybersecurity)	100-160	2024-10-30	Never	491369327	Entry
Fail	Cisco Certified Support Technician Networking (CCST Networking)	100-150	2024-10-30	Never	491369213	Entry

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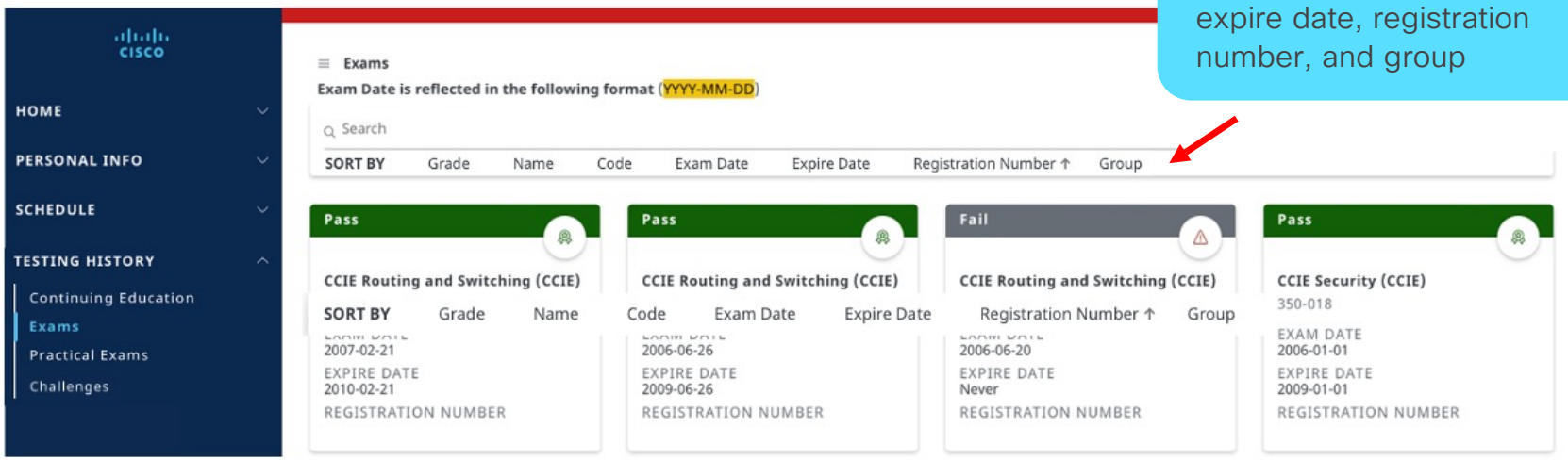
Test Information History View (Sort By)

1) Click on “Testing History”

2) Click on “Exams”

3) You can ”Sort By” grade. Name. code, exam date, expire date, registration number, and group



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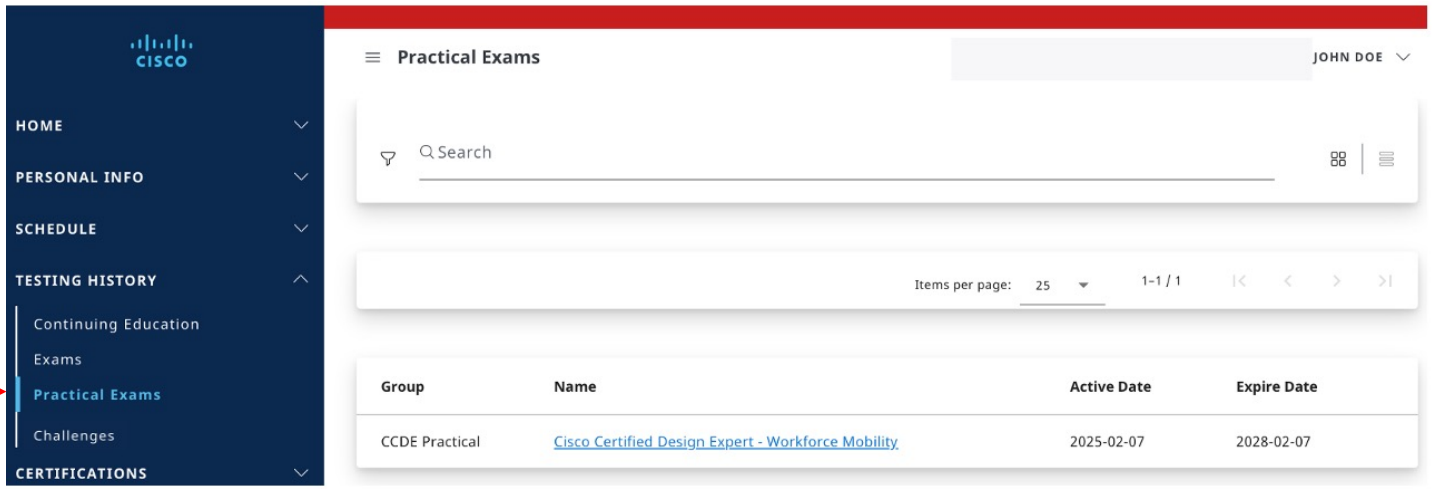
Practical Exams

1) Click on “Test History”

2) Click on “Practical Exams”



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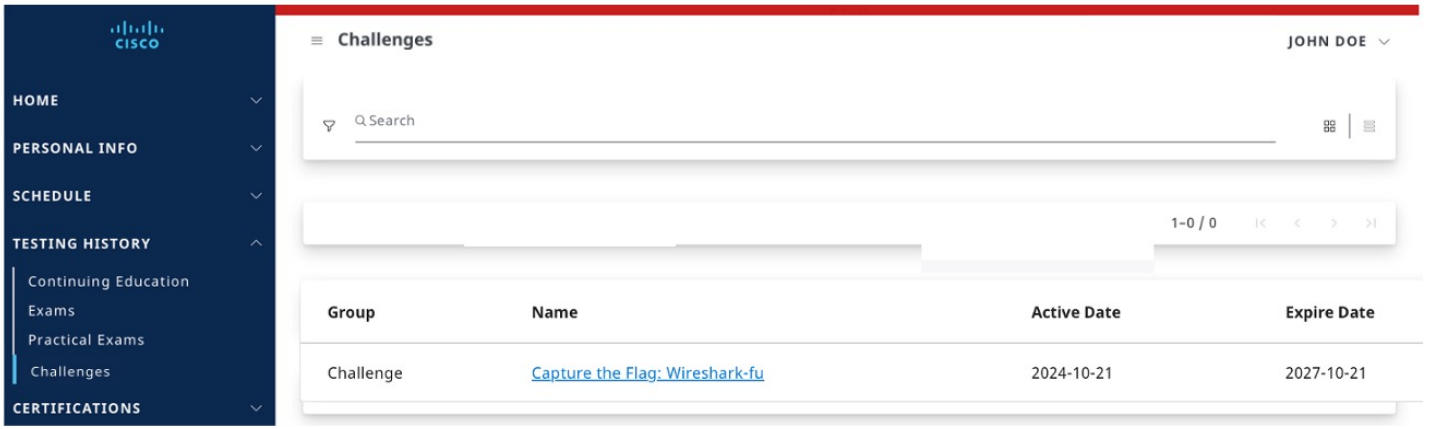
Challenges

1) Click on “Testing History”

2) Click on “Challenges”



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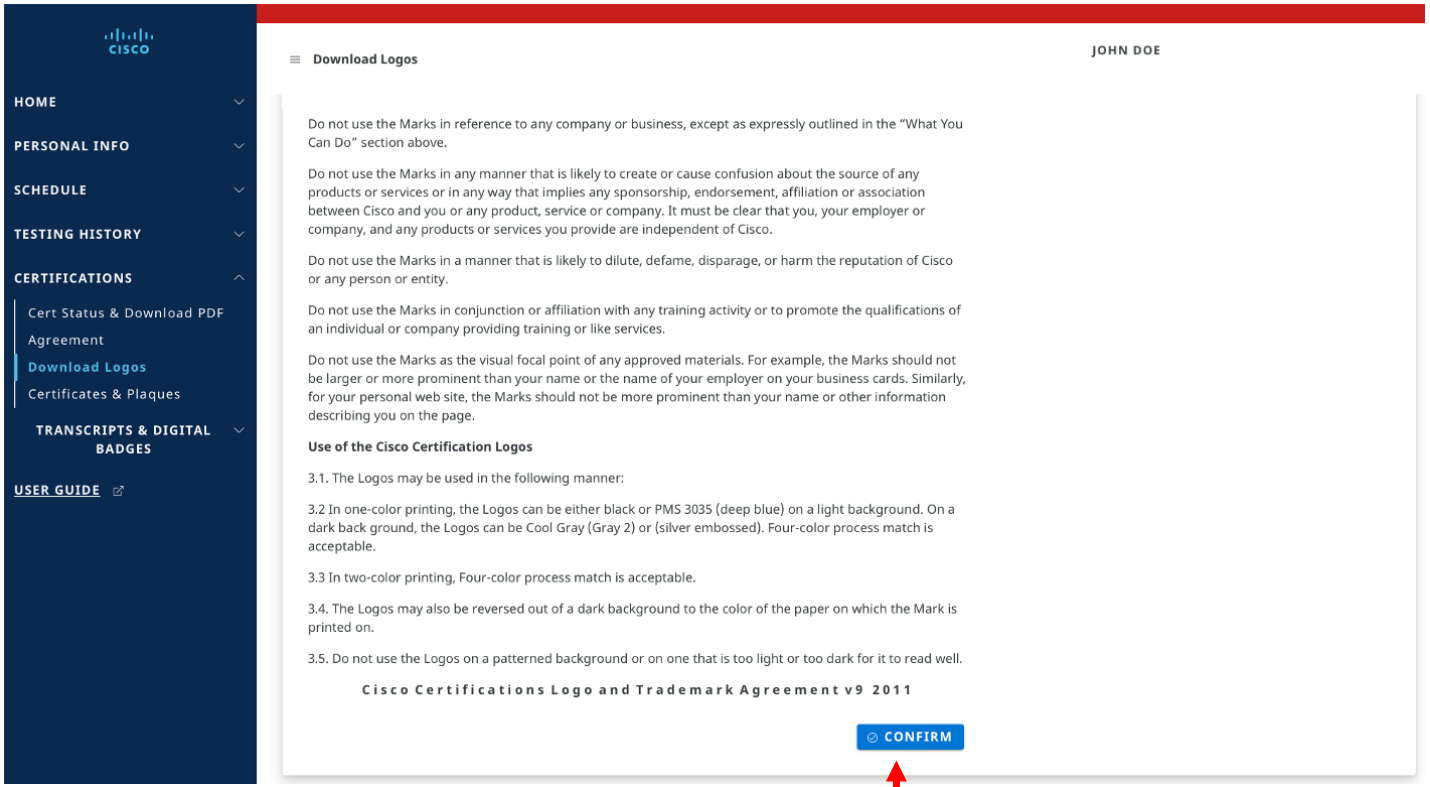
7. Download Certification Logo(s)

How to Download Certification Logo(s)

1) Click on “Certifications”

2) Click on “Download Logos”



3) Logo Agreement – Click on “Confirm”

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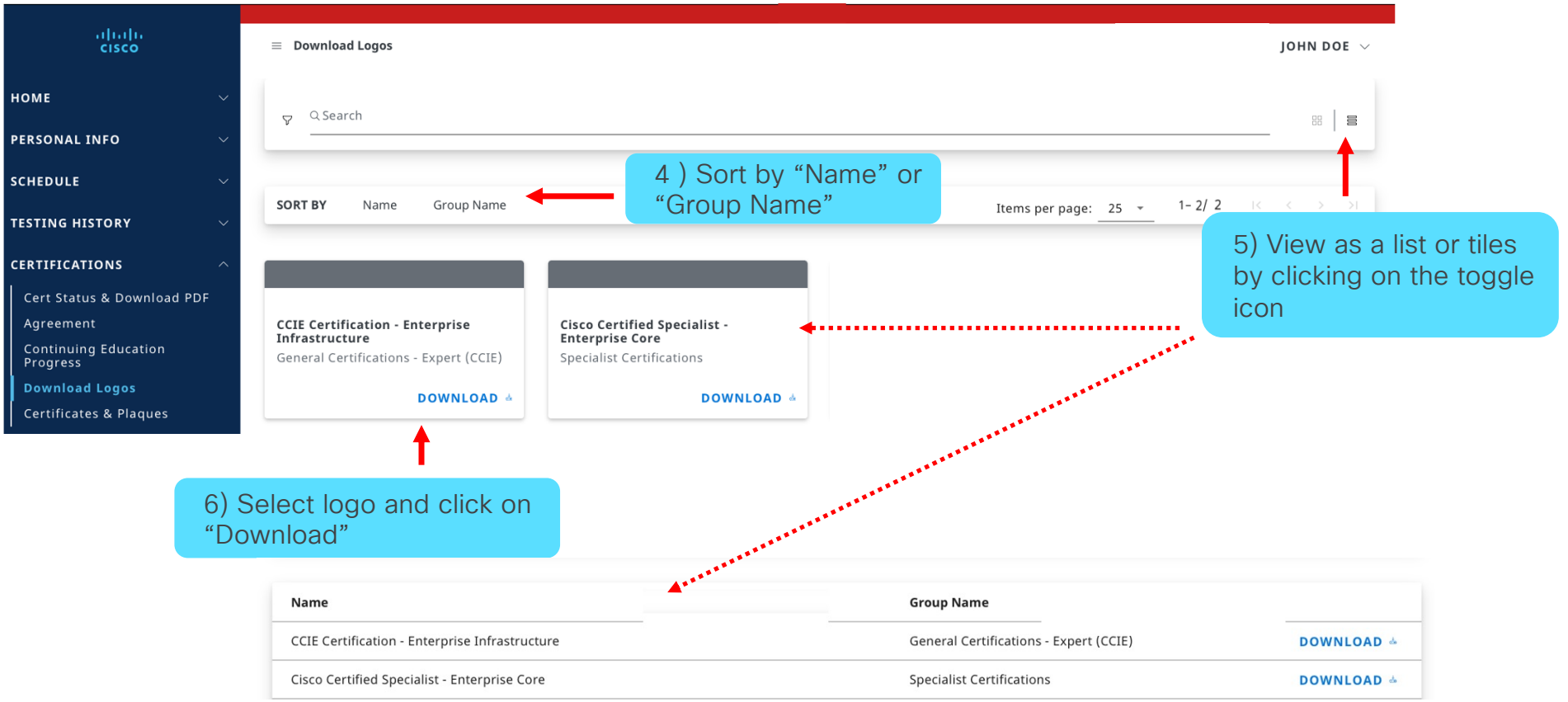
How to Download Certification Logo(s)



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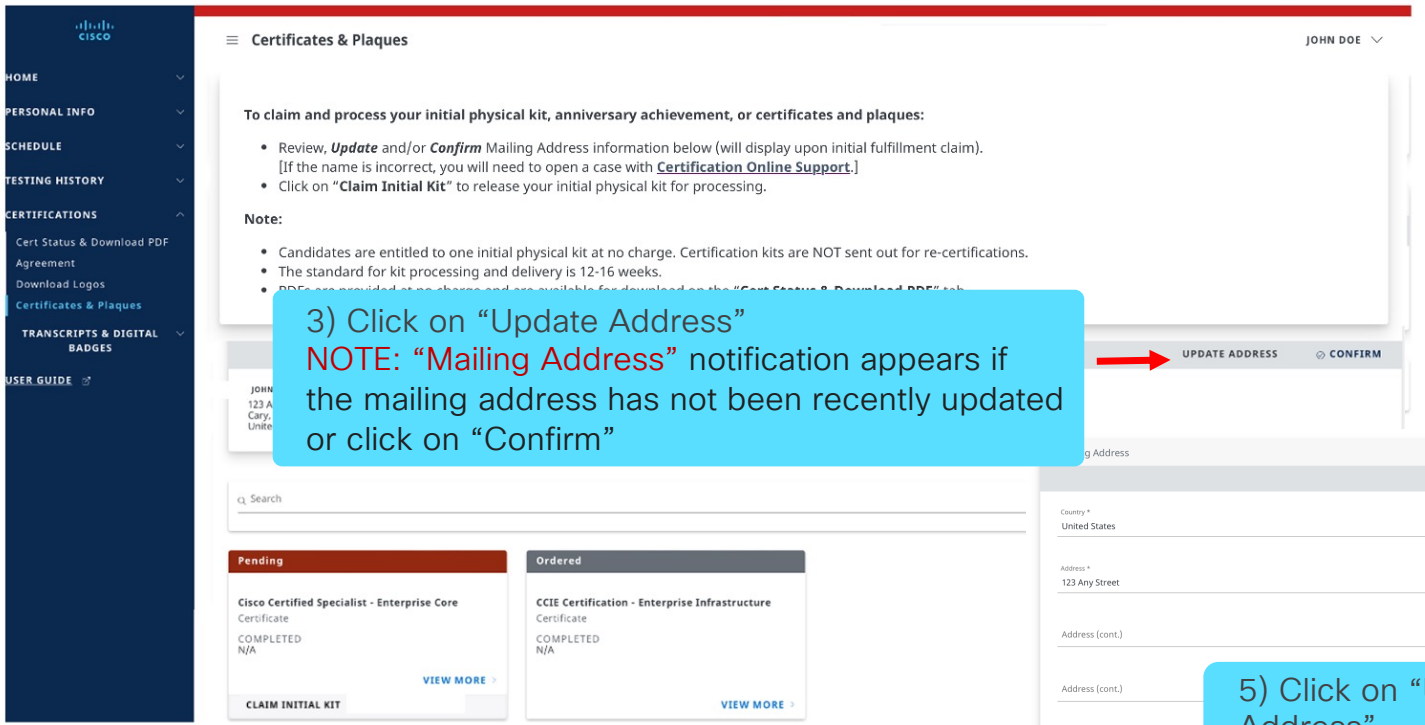
8. Certificates & Plaques

Claim Initial Certification Kit

NOTE:
- After successfully completed all certification requirements, you will receive a congratulations email with instructions to claim your initial free kit.
- Please allow 12-16 weeks for processing and shipping

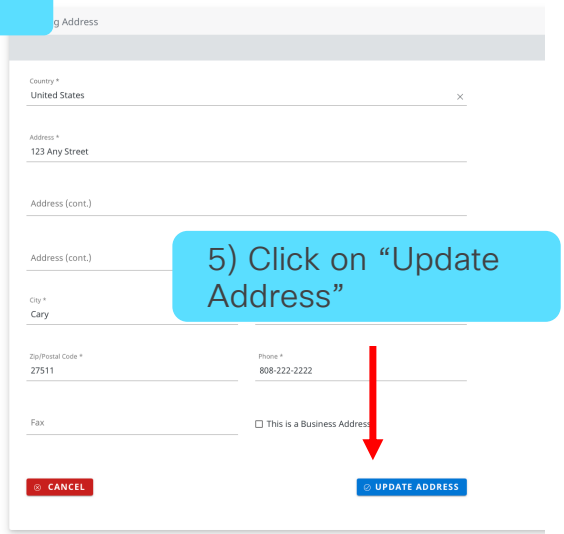
1) Click on “Certifications”

2) Click on “Certificates & Plaques”



3) Click on “Update Address”
NOTE: “Mailing Address” notification appears if the mailing address has not been recently updated or click on “Confirm”

4) After selecting “Update Address,” this screen will appear



5) Click on “Update Address”

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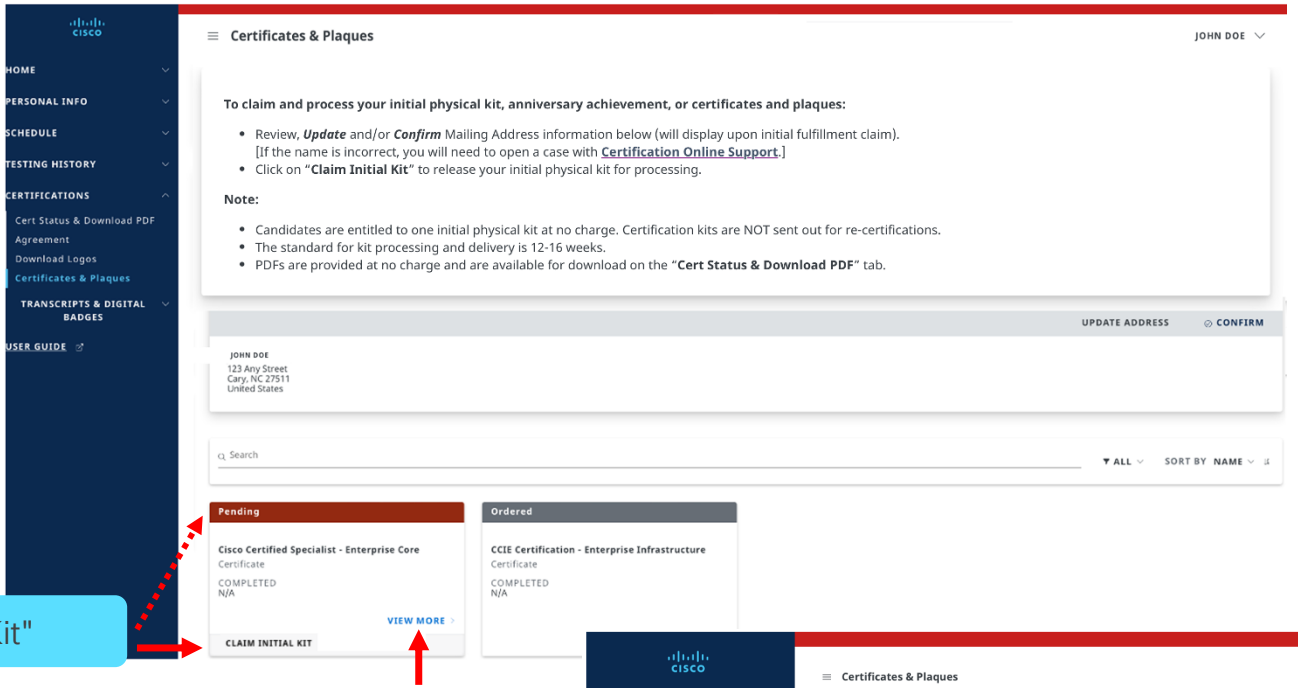
Claim Initial Certification Kit

NOTE:

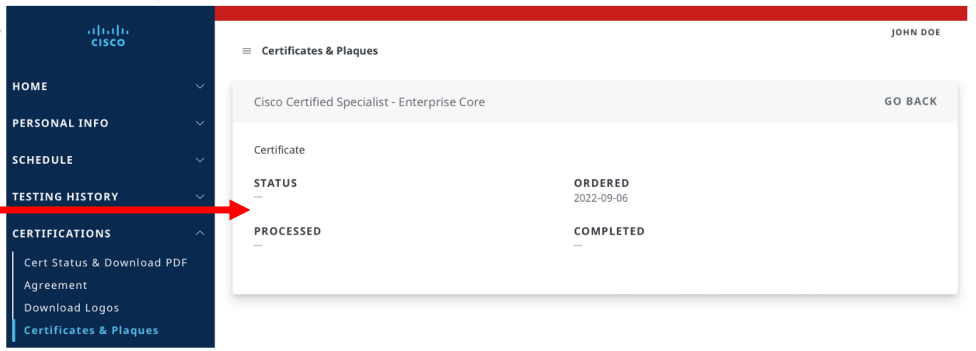
- Initial free kit not yet claimed “Pending”
- Initial free kit claimed “Ordered”
- Please allow 12-16 weeks for processing and shipping



6) Click on “Claim Initial Kit"

7) Click on “View More” for details

8) After selection, this screen will appear



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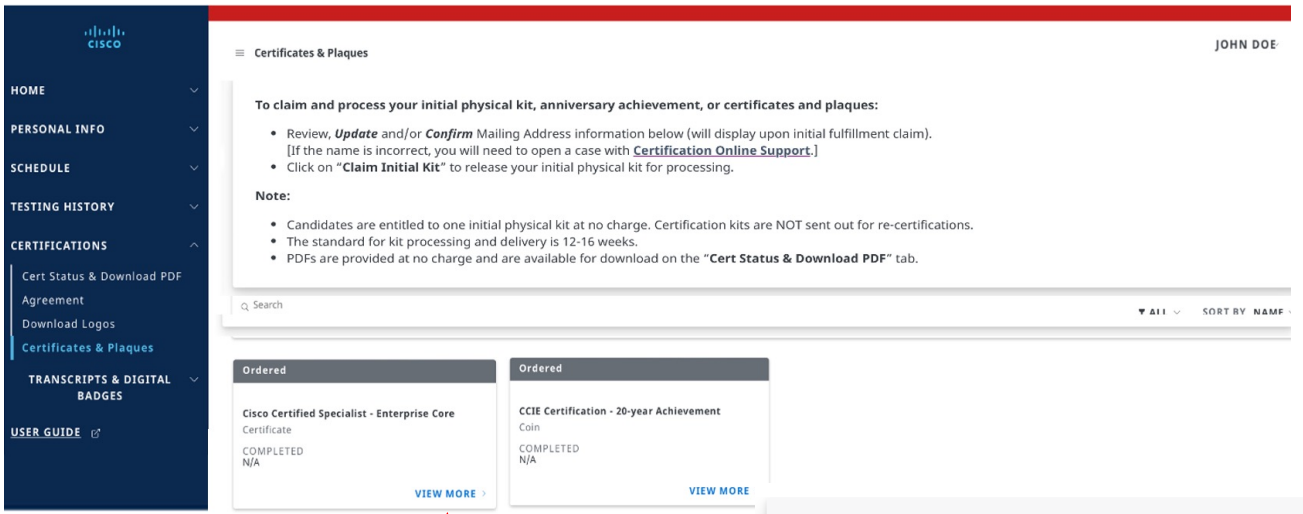
Certification Fulfillment Kit History & Status

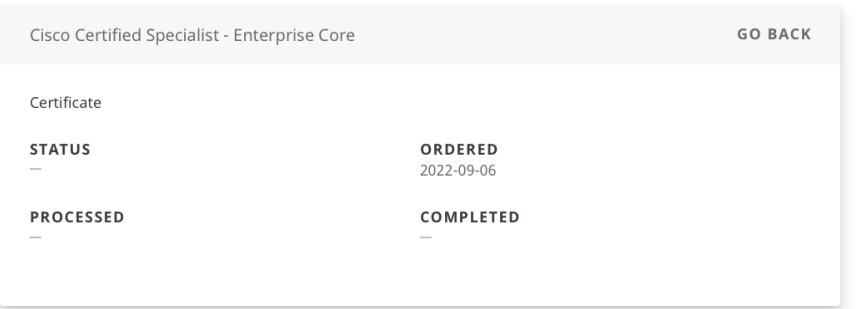
1) Click on “Certifications”

2) Click on “Certificates & Plaques”



3) Click on “View More”

4) After selection, this screen will appear



5) You can view the status here

NOTE: Please allow 12-16 weeks for processing and shipping

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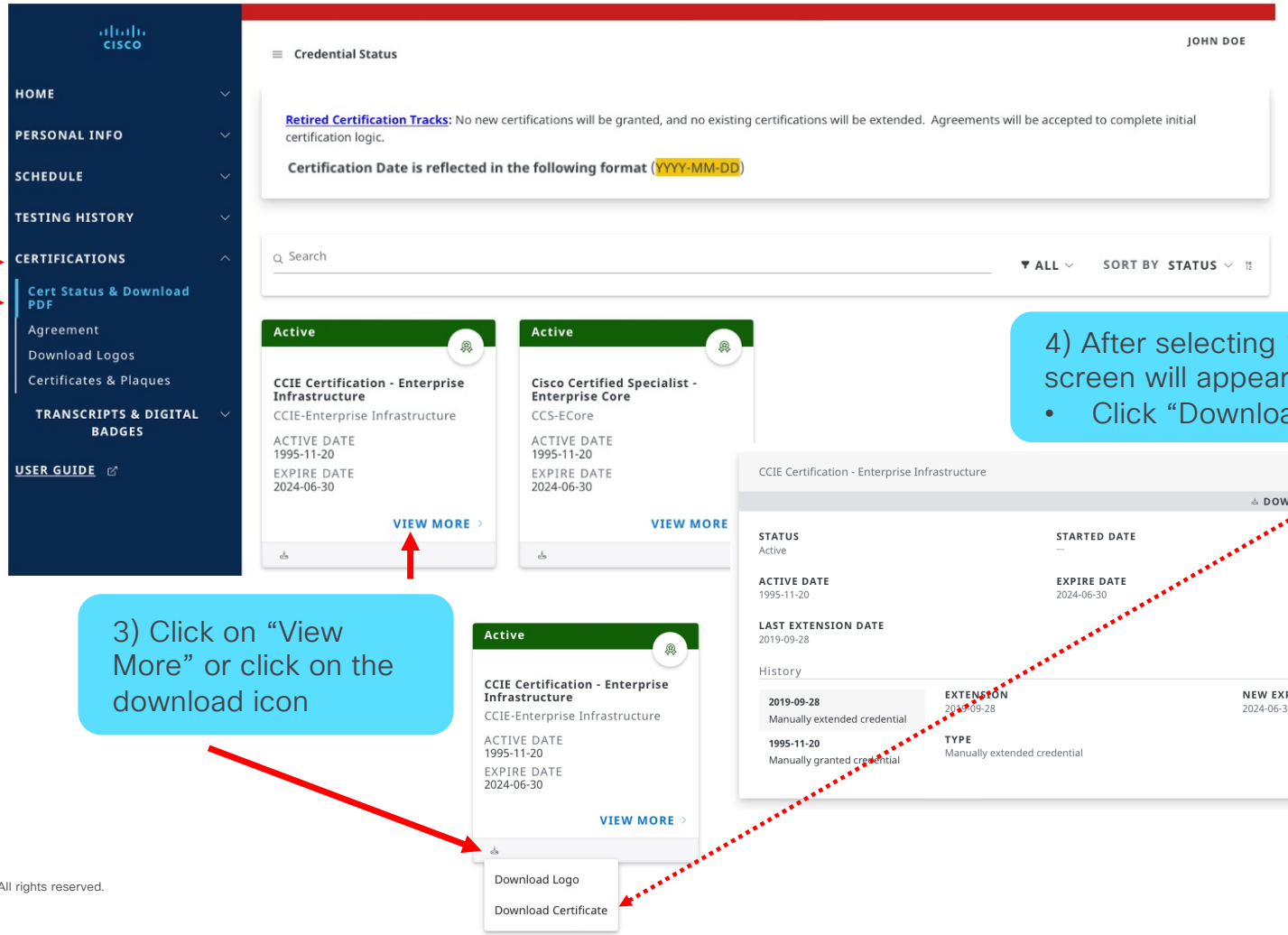
How to Download your PDF Certificate

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

1) Click on "Certifications"

2) Click on "Cert Status & Download PDF"



3) Click on "View More" or click on the download icon

4) After selecting "View More", this screen will appear
- Click "Download Certificate"

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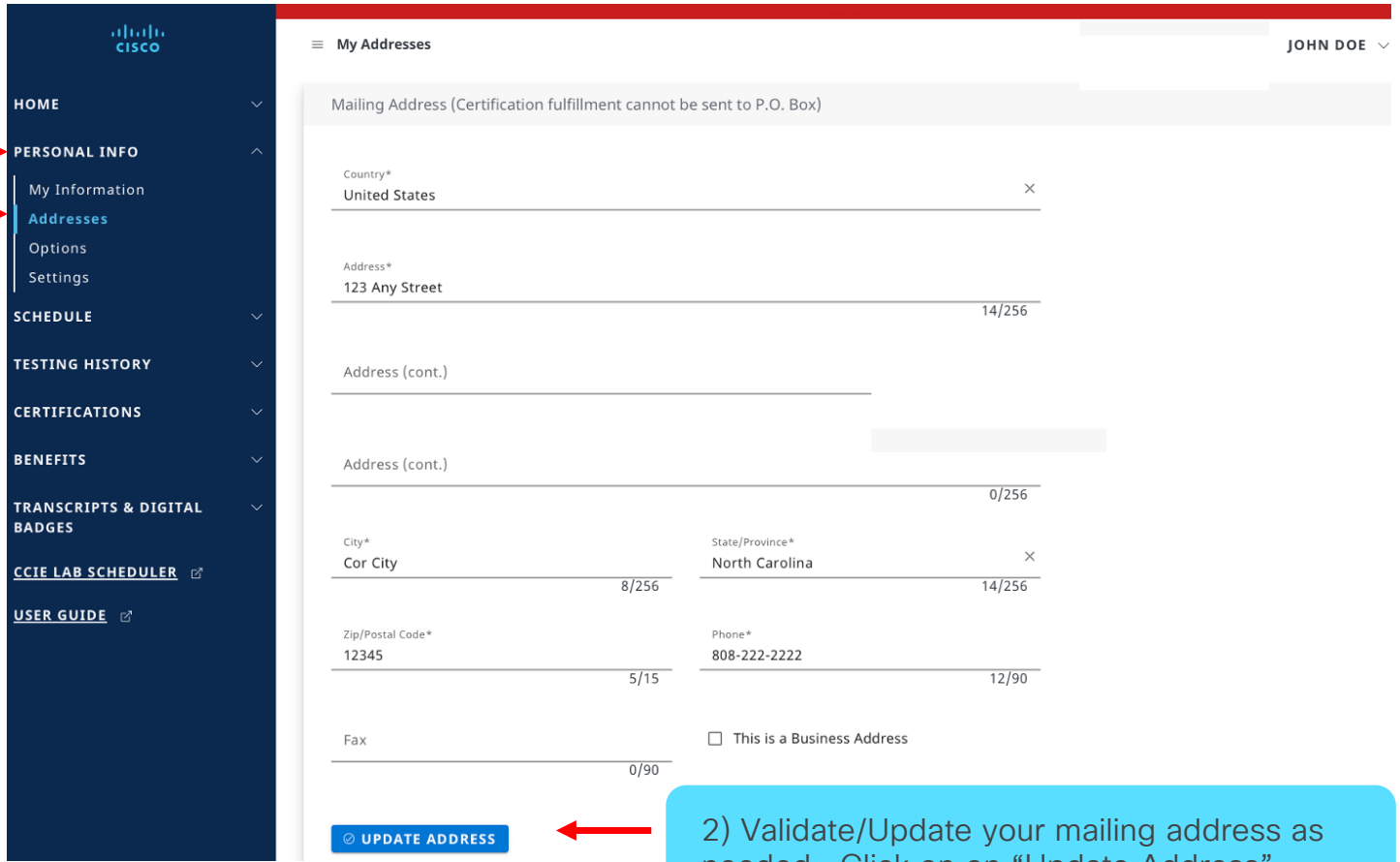
Claim Certification Benefit – CCIE25YA

NOTE: Eligible candidates will receive an email on or after the day of your 25YA

1) Click on “Personal Info” and then on “Addresses”



2) Validate/Update your mailing address as needed. Click on on “Update Address”

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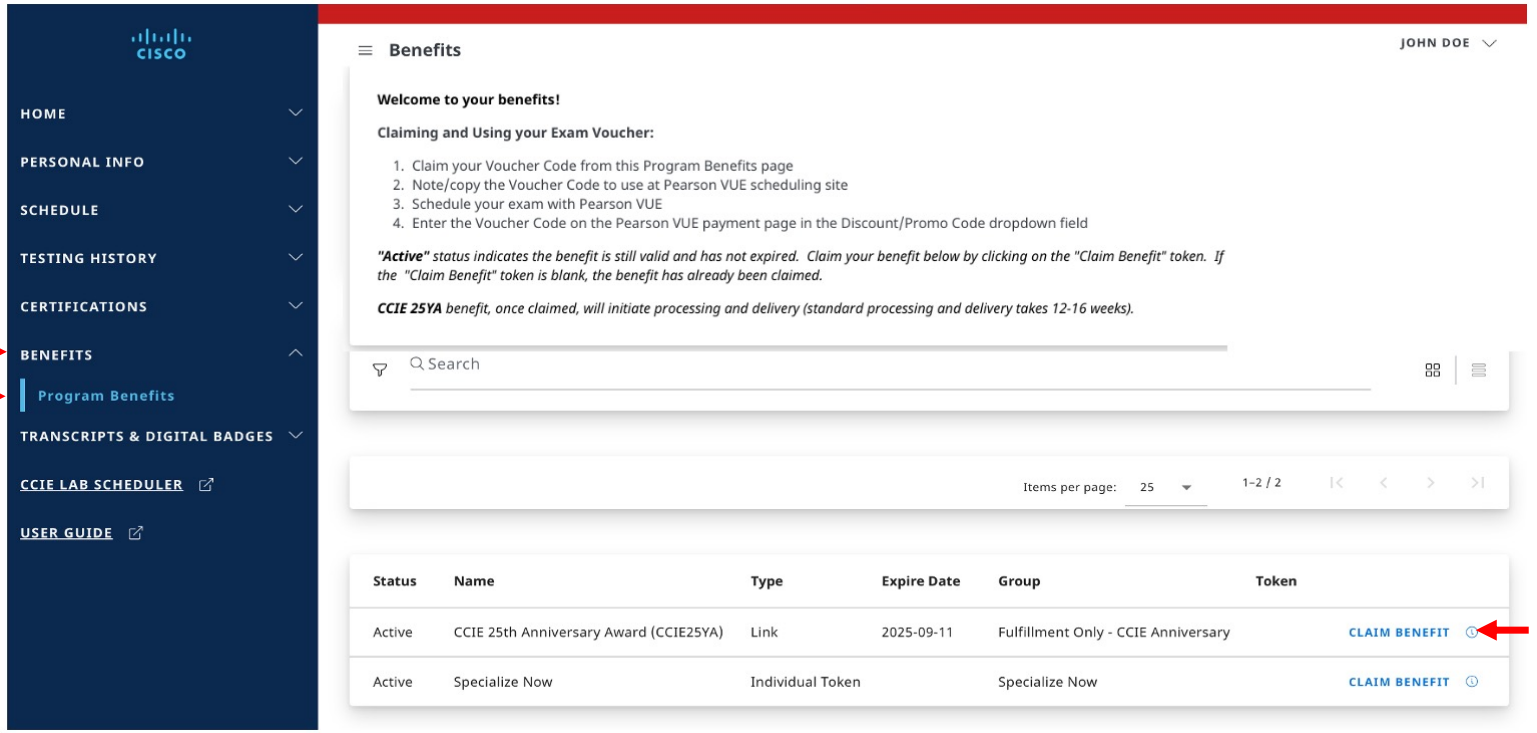
Claim Certification Benefit – CCIE25YA

3) Click on “Benefits” and then “Program Benefits”



4) Click on “Claim Benefit”

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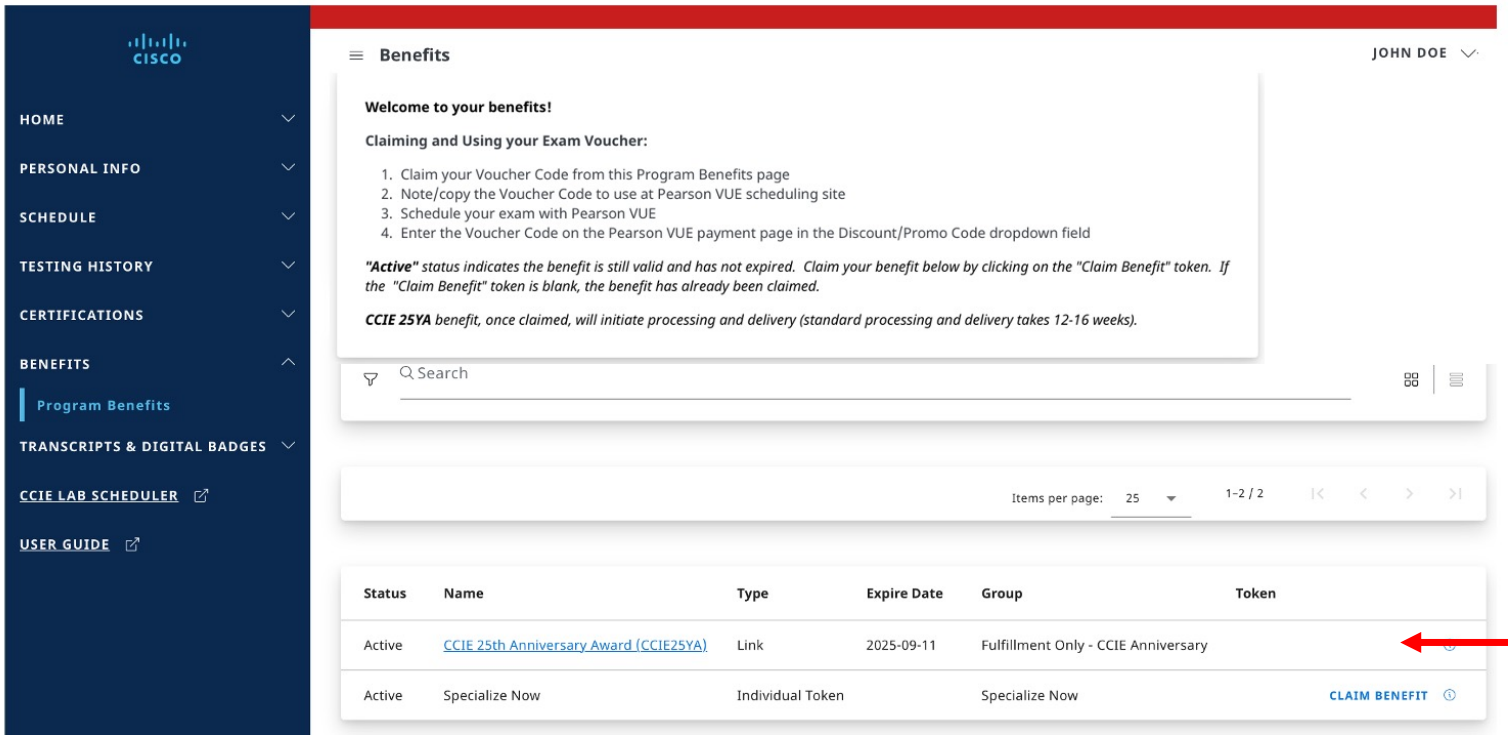
Claim Certification Benefit – CCIE25YA



5) Token field will be blank once the benefit has been claimed

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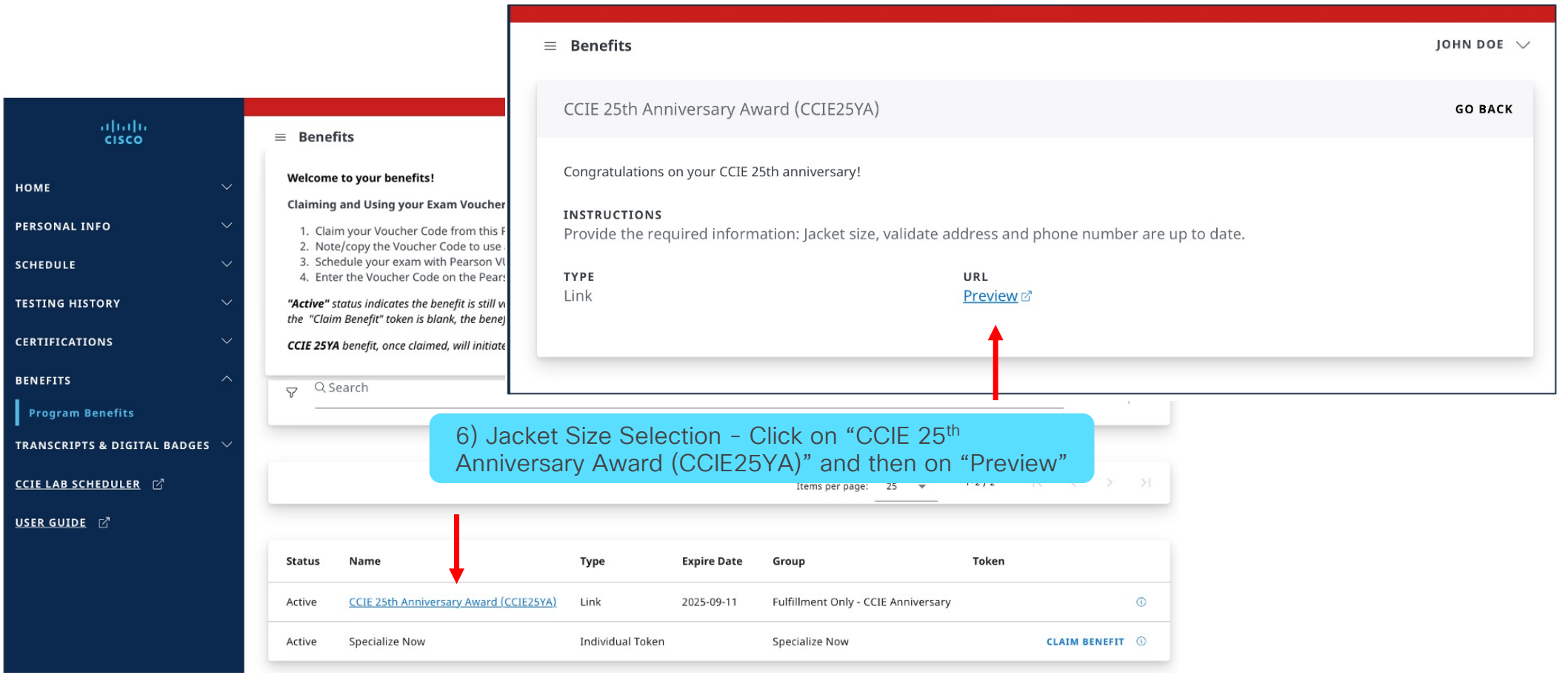
Claim Certification Benefit – CCIE25YA



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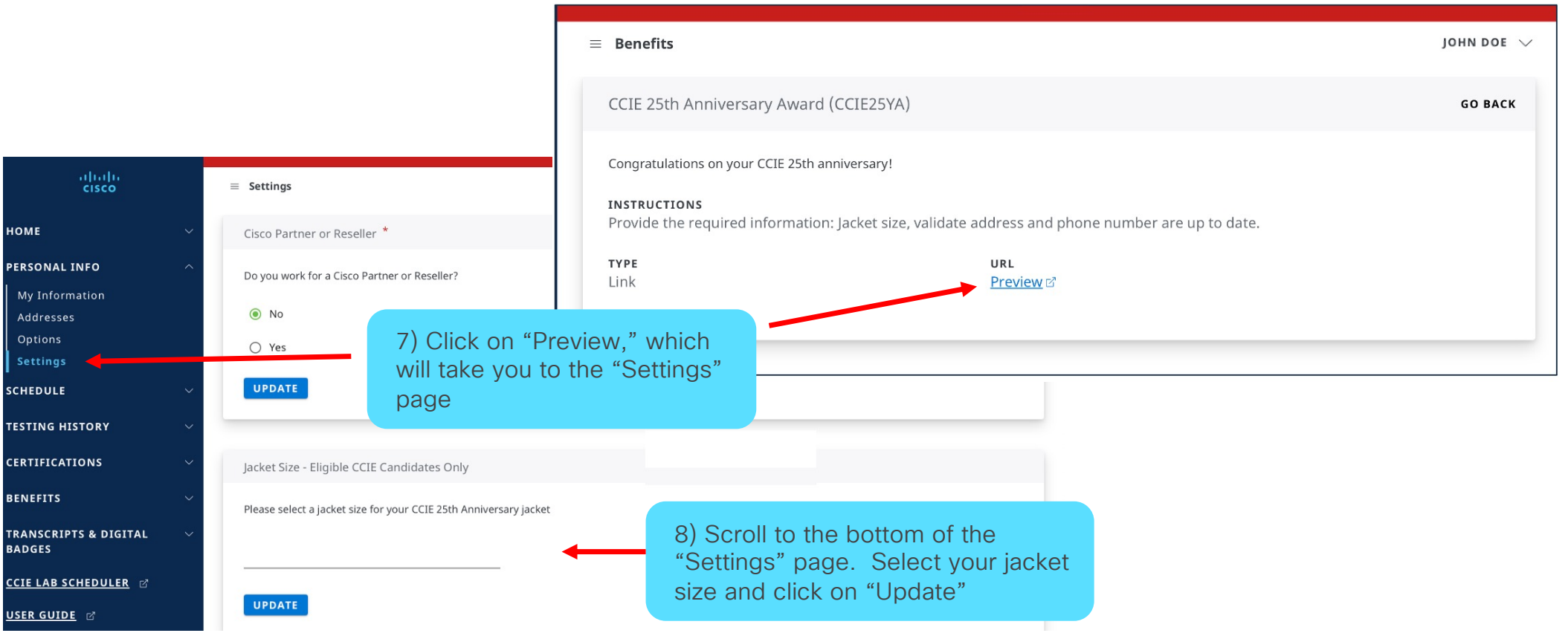
Claim Certification Benefit – CCIE25YA



NOTE: Please allow 12-16 weeks for processing and shipping. Shipping tracking info will be sent out via email as soon as your jacket is ready for shipment.

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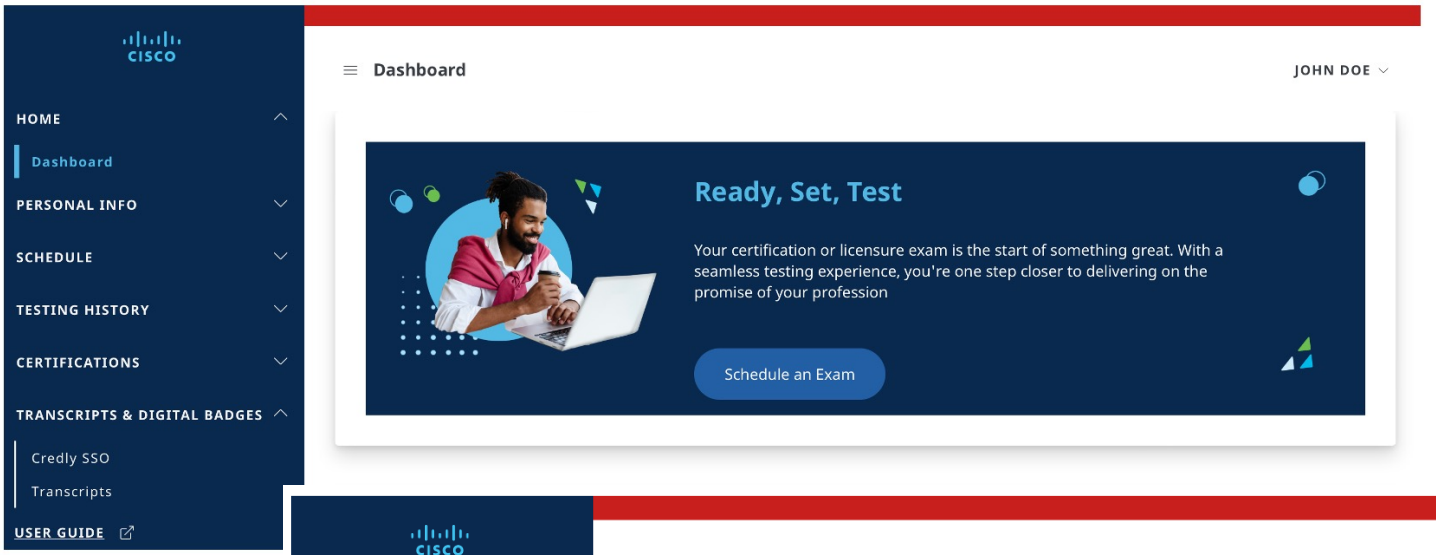
9. Digital Badges & Transcript: Third-Party Verification Disclosure

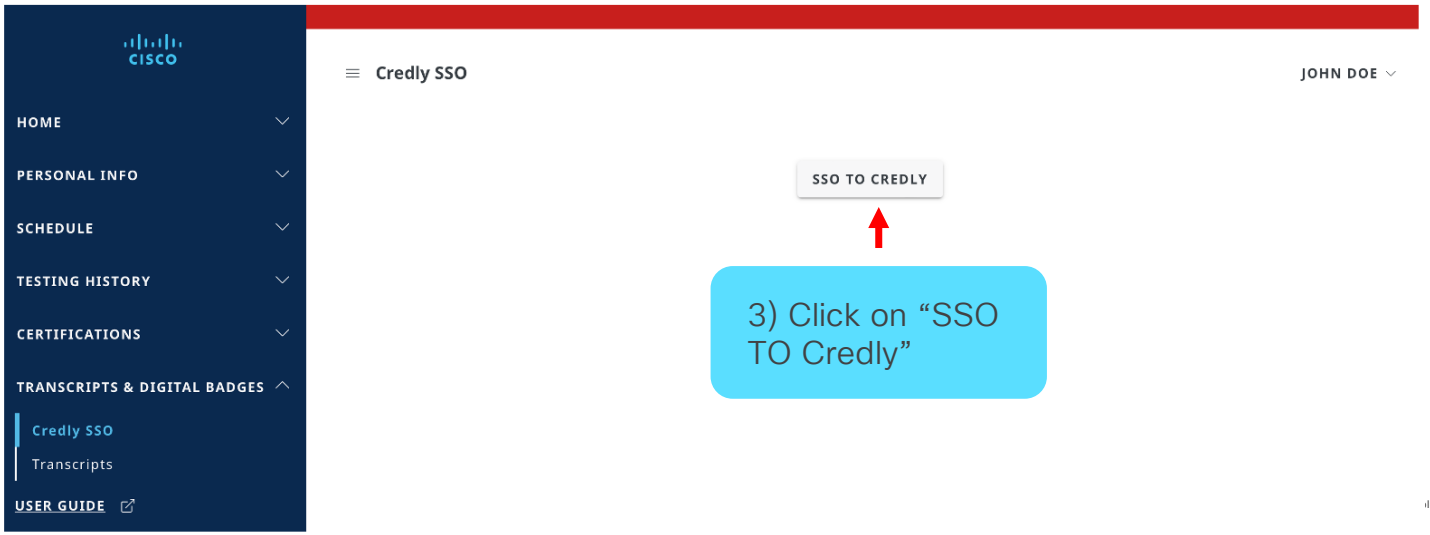
Digital Badges

Accessing your digital badges

1) Click on “Transcripts & Digital Badges”

2) Click on “Credly SSO”





3) Click on “SSO TO Credly”

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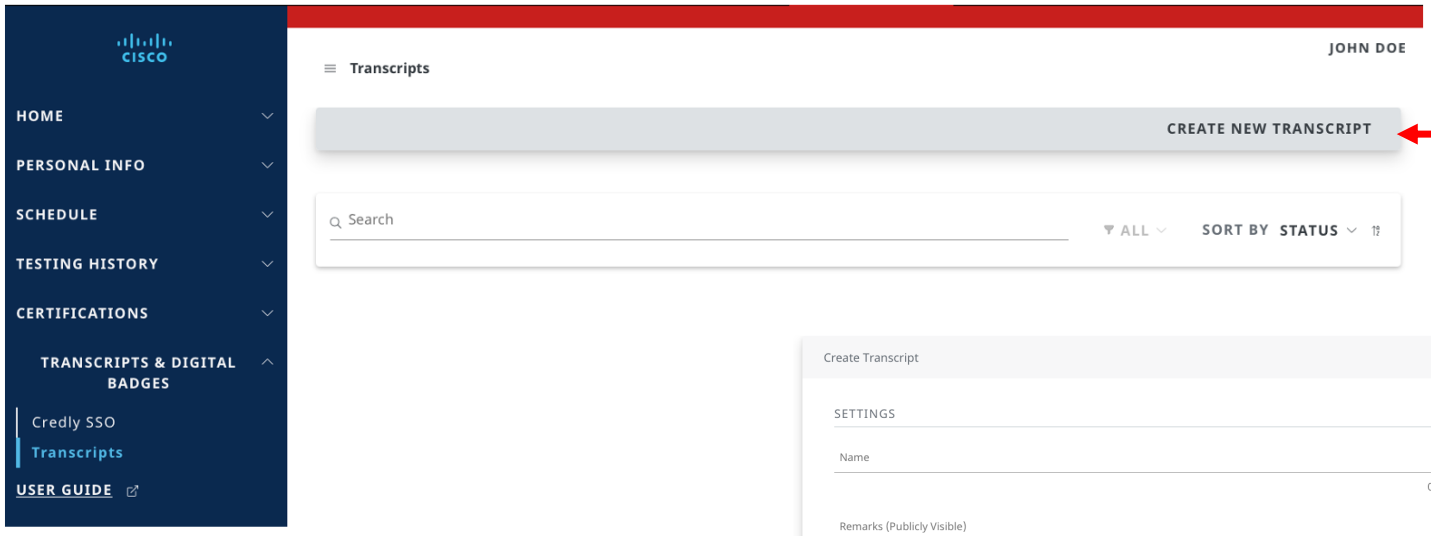
How to Disclose Transcript to Third Parties

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

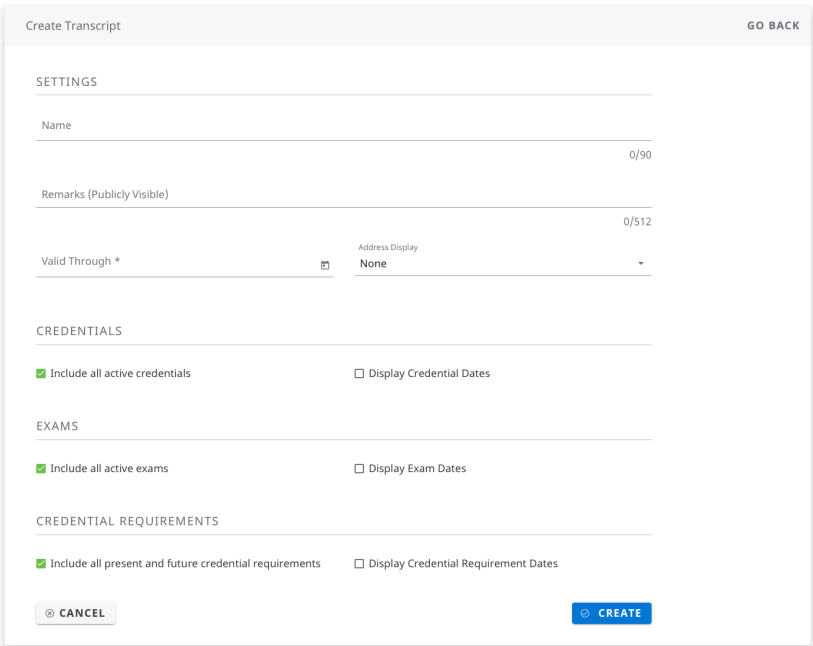
1) Click on “Transcripts & Digital Badges”

2) Click on “Transcripts”



3) Click on “Create New Transcript”

4) Enter the relevant information and click on “Create”



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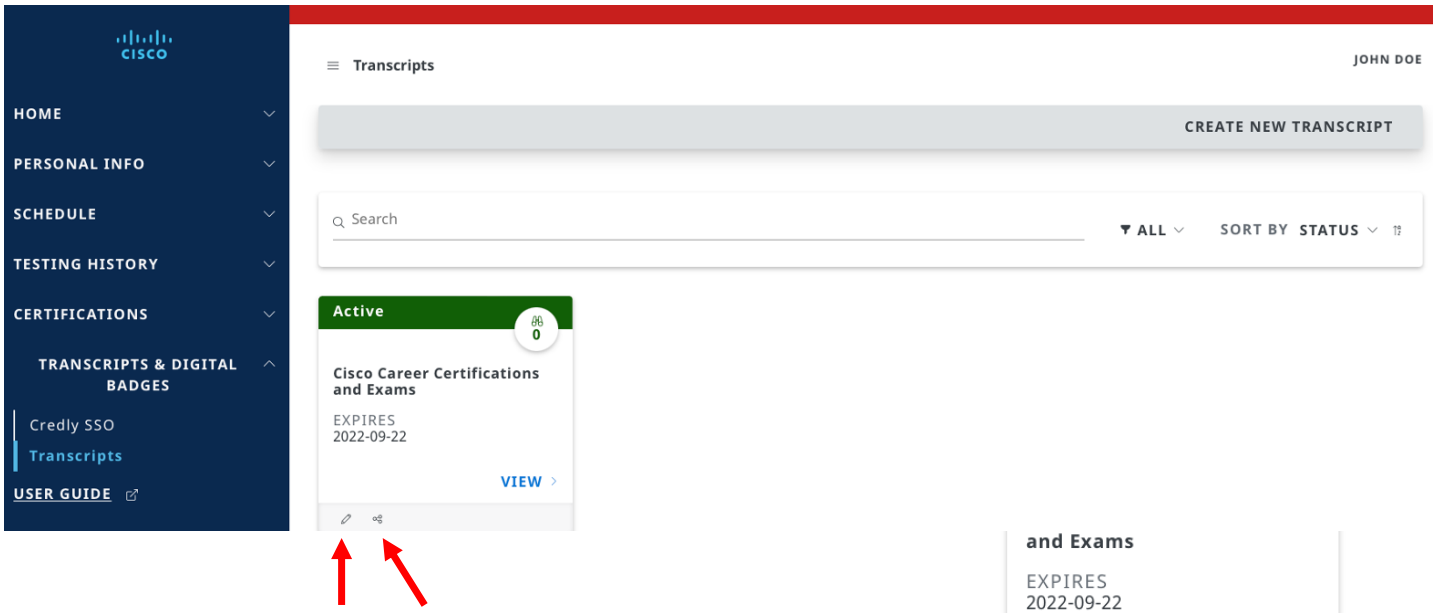
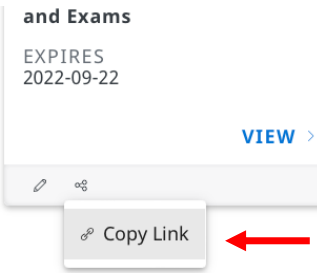
How to Disclose Transcript to Third Parties

Once a transcript is created, you can share via a link



1) Edit and view transcripts for valid certifications and active exams

2) You can share the transcripts by clicking on the ”share” icon.



3) Click on “Copy Link”

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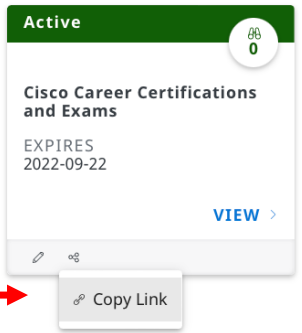
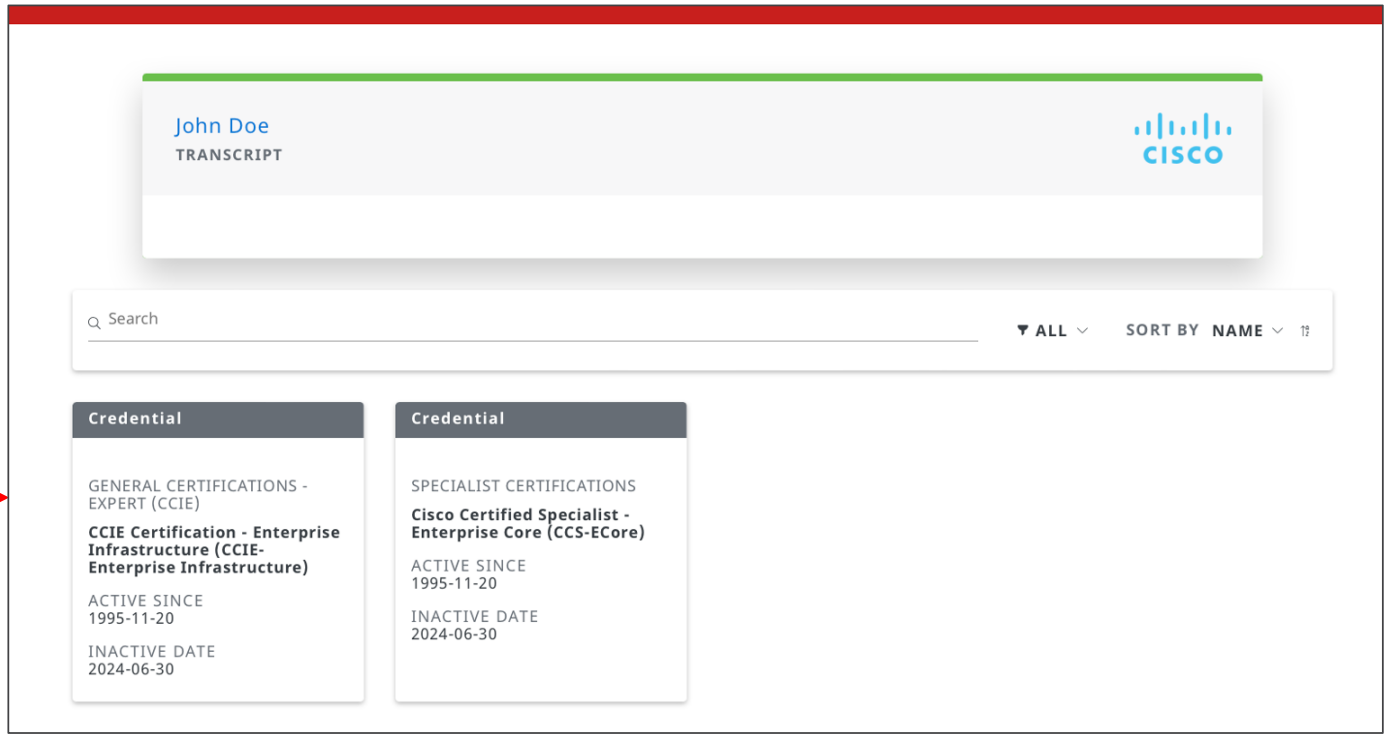
How to Disclose Transcript to Third Parties

Disclosure to third-party

Share transcript link via personal or work email



Sample transcript



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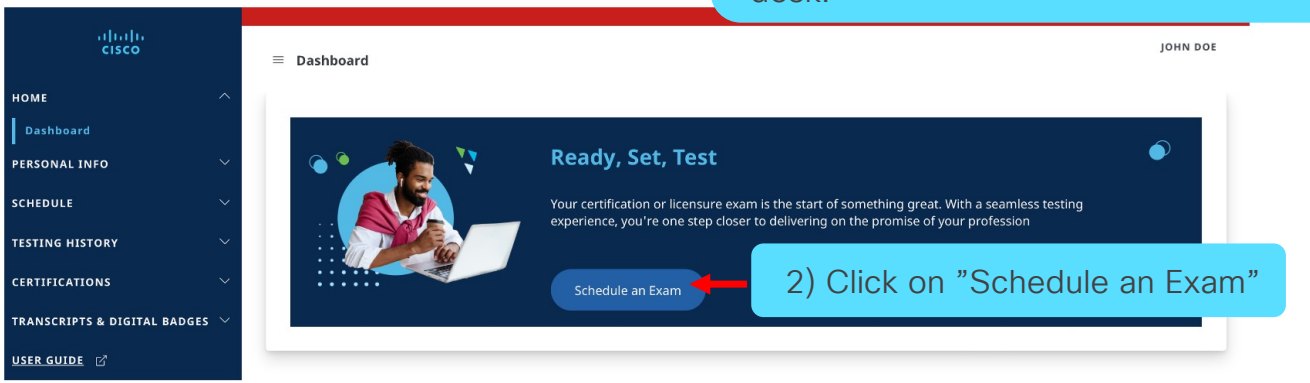
10. Schedule Cisco Certification Exam(s), Score Reports, Exam Receipts

How to Schedule Cisco Certification Exam(s)

NOTE: Candidates with an existing Pearson VUE profile. Can also, schedule an exam at a Pearson VUE test center or by calling the Pearson VUE help desk.

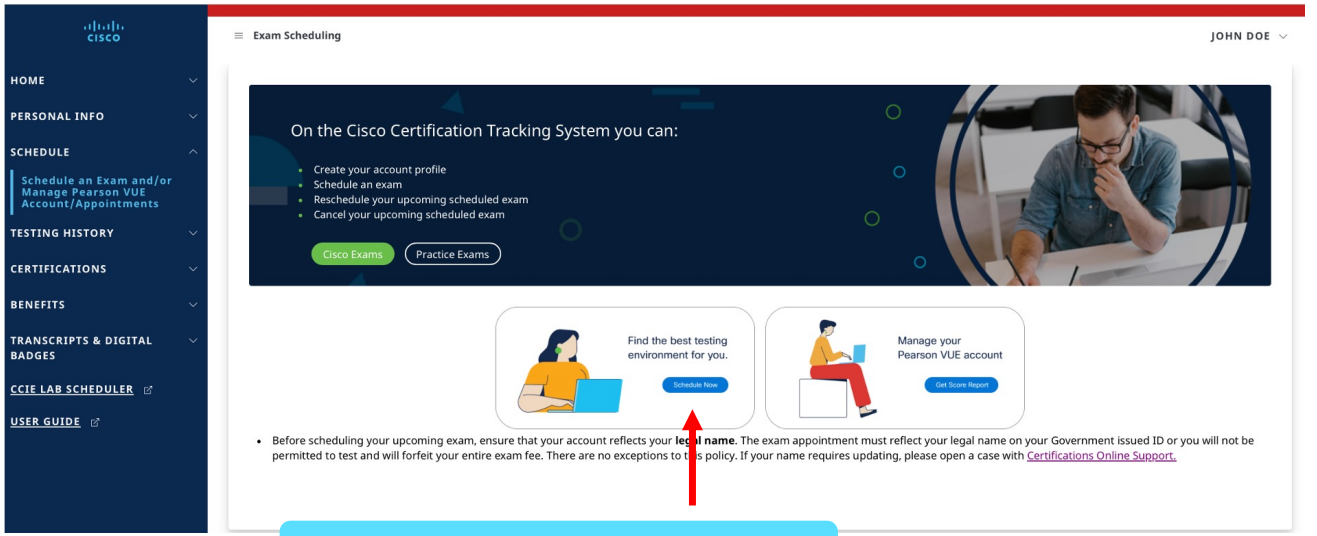
1) **Option 1:** From the “Dashboard”



2) Click on ”Schedule an Exam”

1) **Option 2**: Click on “Schedule”

2) Click on “Schedule an Exam and/or Manage Pearson VUE Account/Appointments”



3) Click on “Schedule Now”

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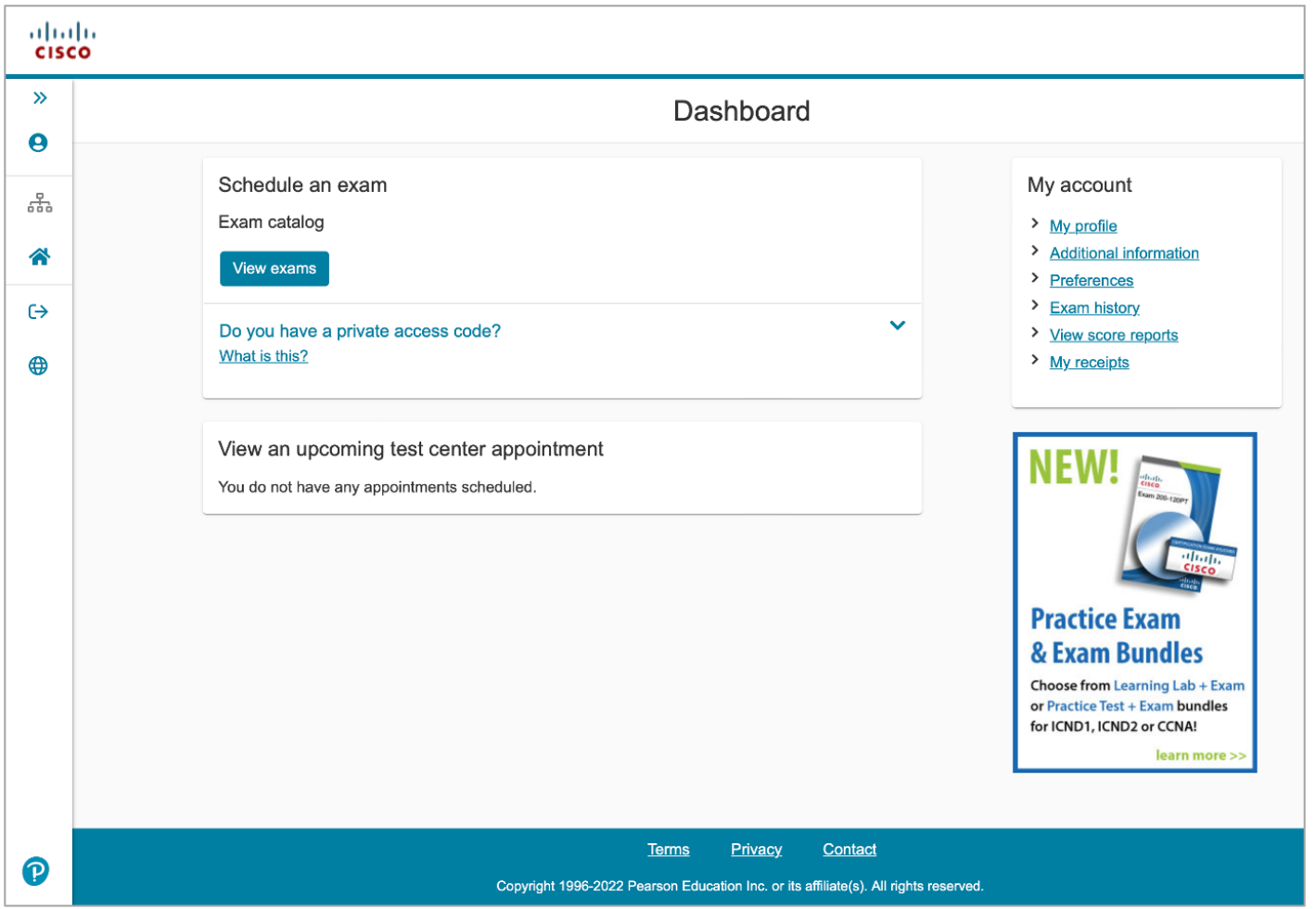
How to Schedule Cisco Certification Exam(s)

1) Click on “View Exams”



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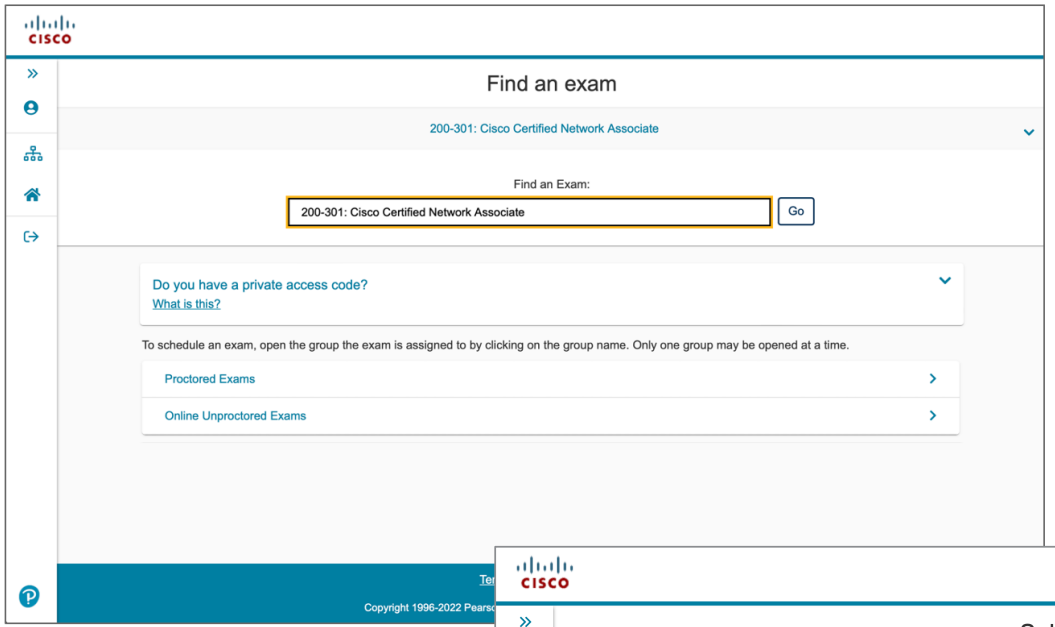
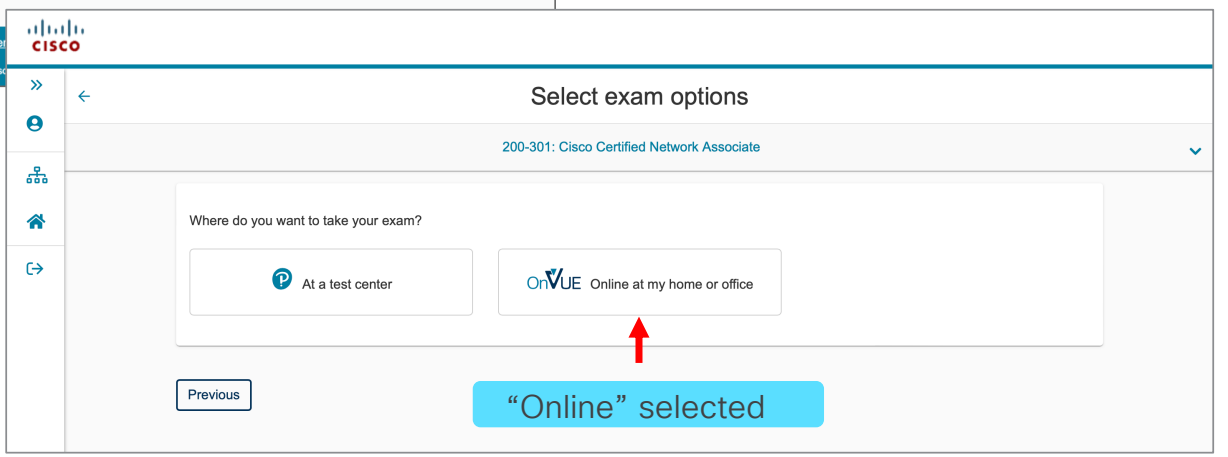
How to Schedule Cisco Certification Exam(s)



2) Search for an exam and click on “Go”

Note: You can also search by ”Proctored Exams” or Online Unproctored Exams



3) Select exam delivery at “Test Center” or “Online”

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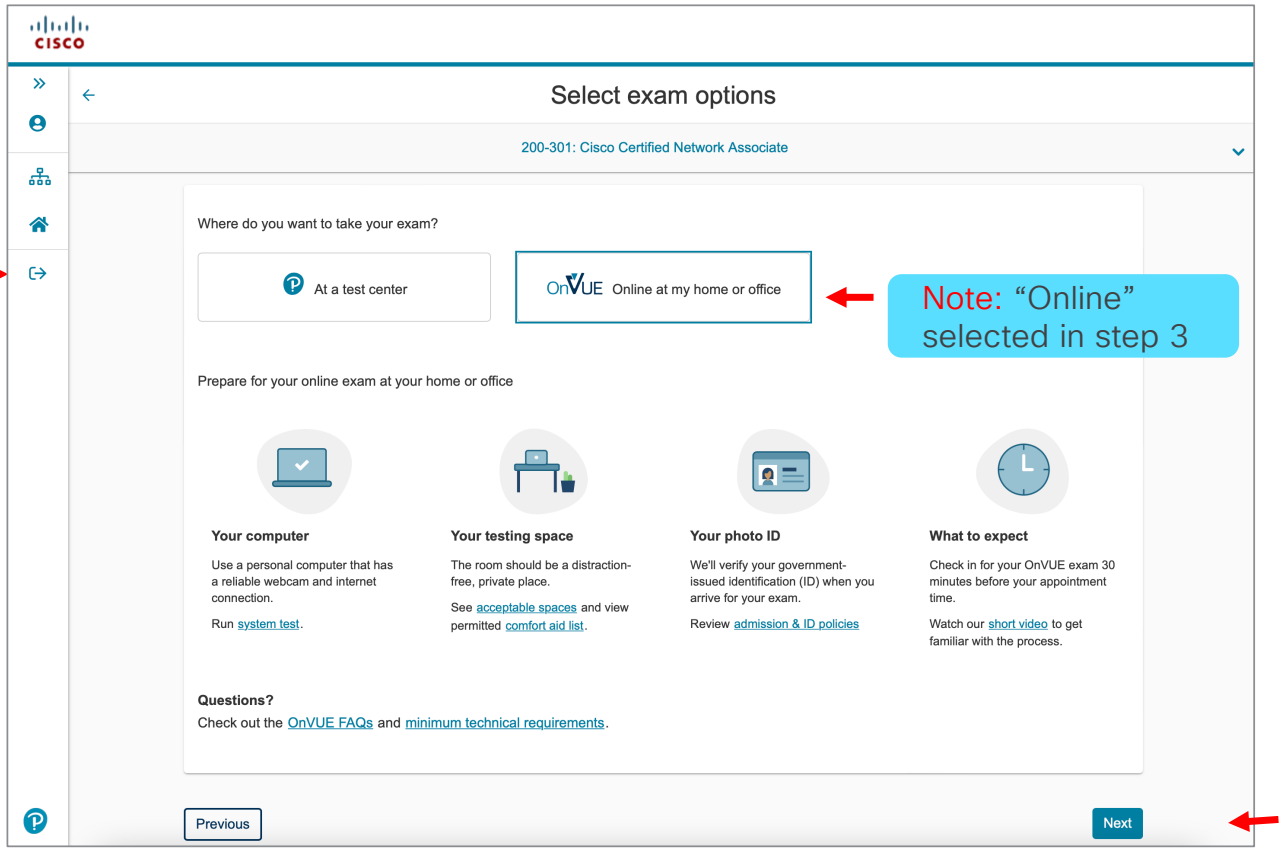
How to Schedule Cisco Certification Exam(s)

4) After selecting where to take your exam



Note: "Online" selected in step 3

5) Click on "Next"

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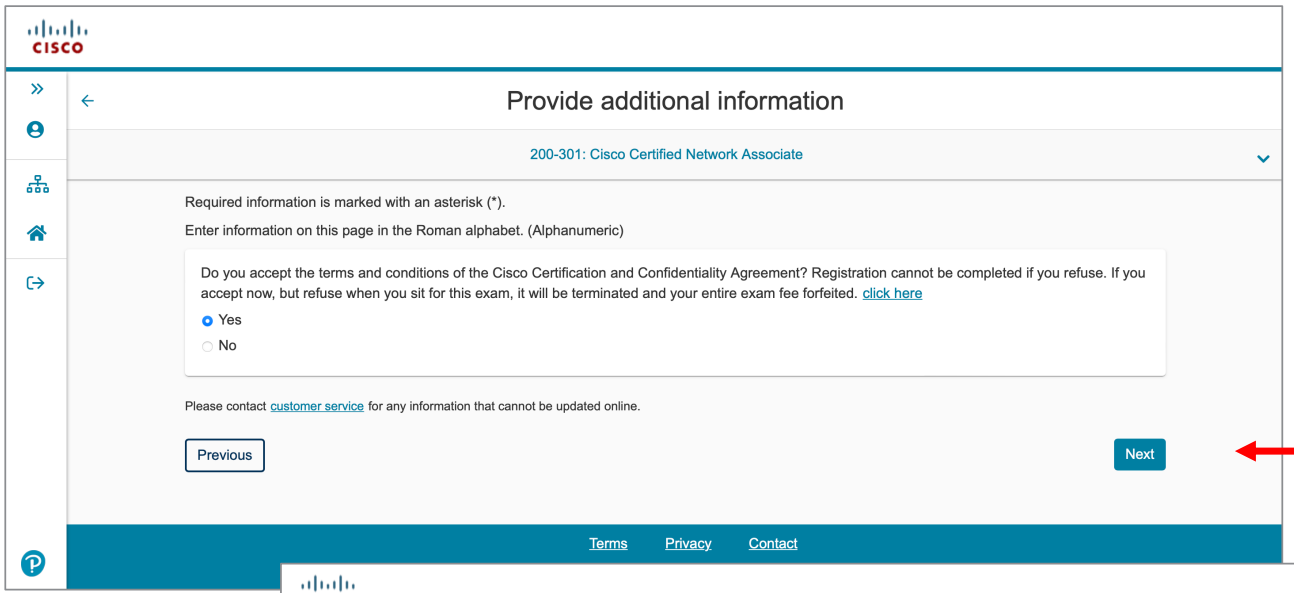
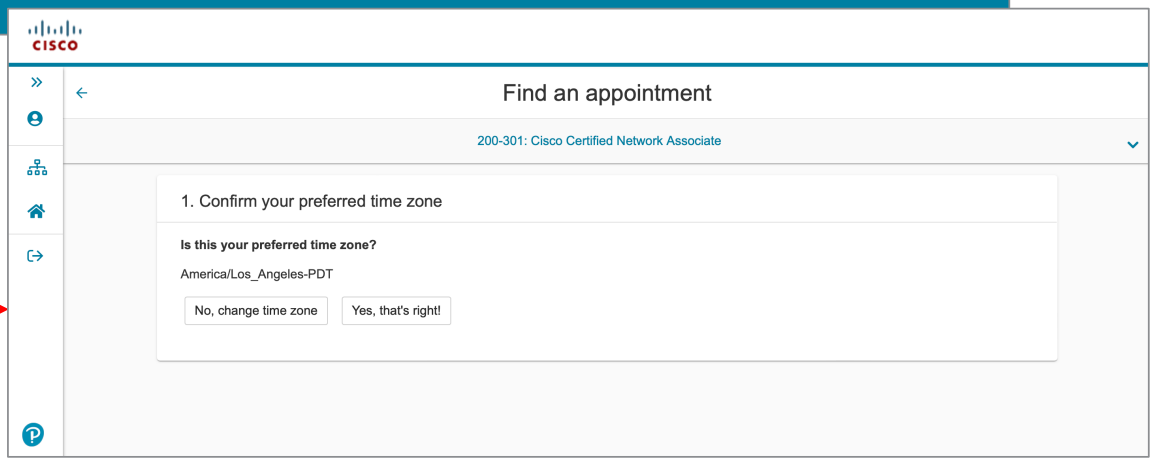
How to Schedule Cisco Certification Exam(s)

6) Accept the “Terms and Conditions”



7) Click on “Next”

8) Confirm preferred “Time Zone



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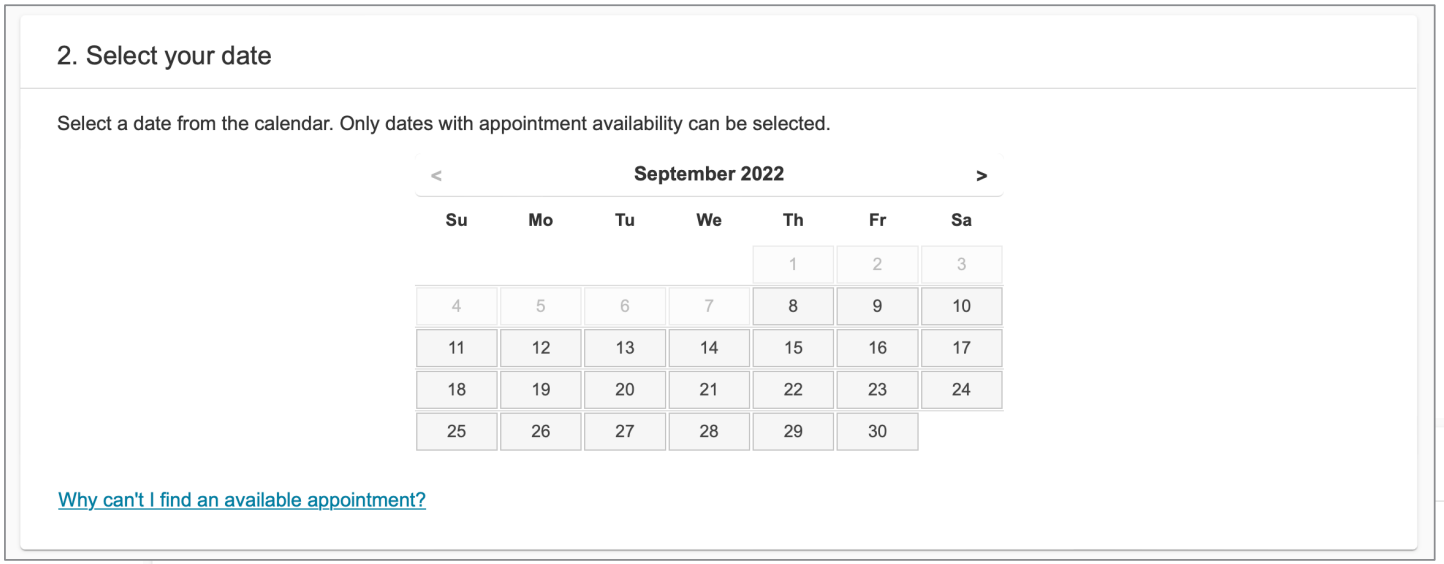
How to Schedule Cisco Certification Exam(s)

9) Select a date to test



10) After selection, this screen will appear

11) Click on “Book this appointment” and complete the payment process

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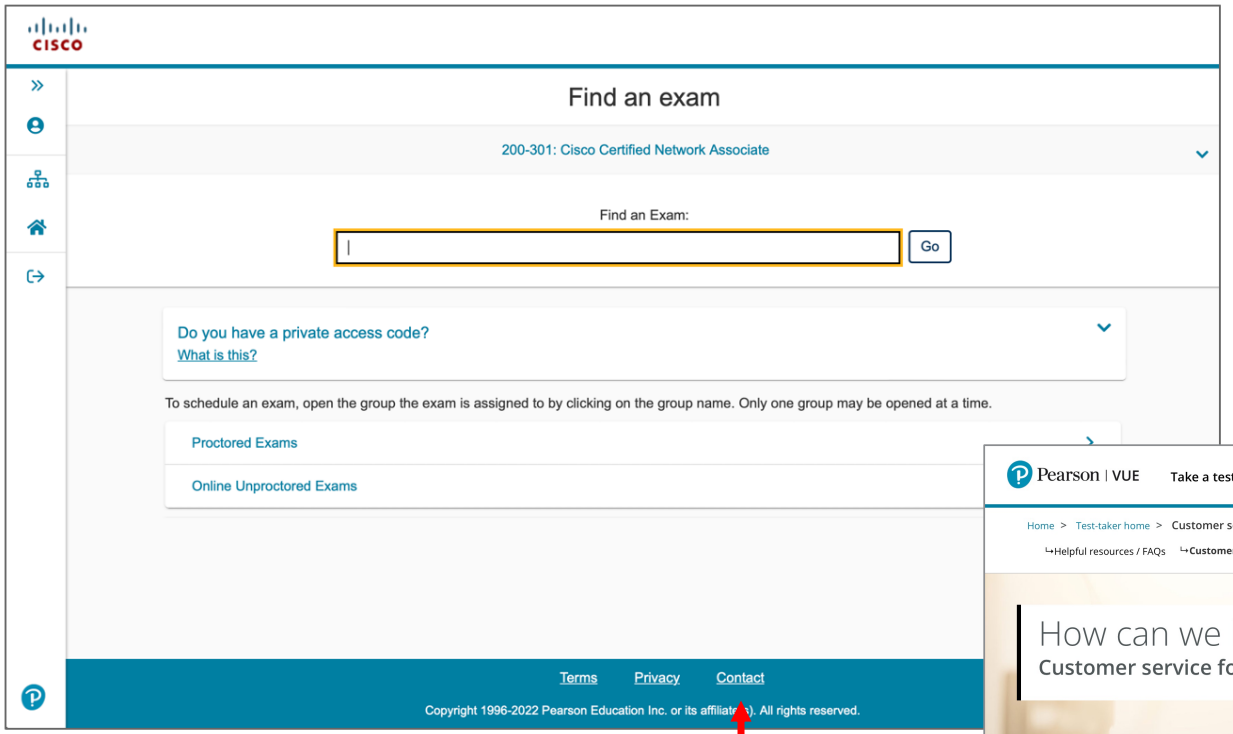
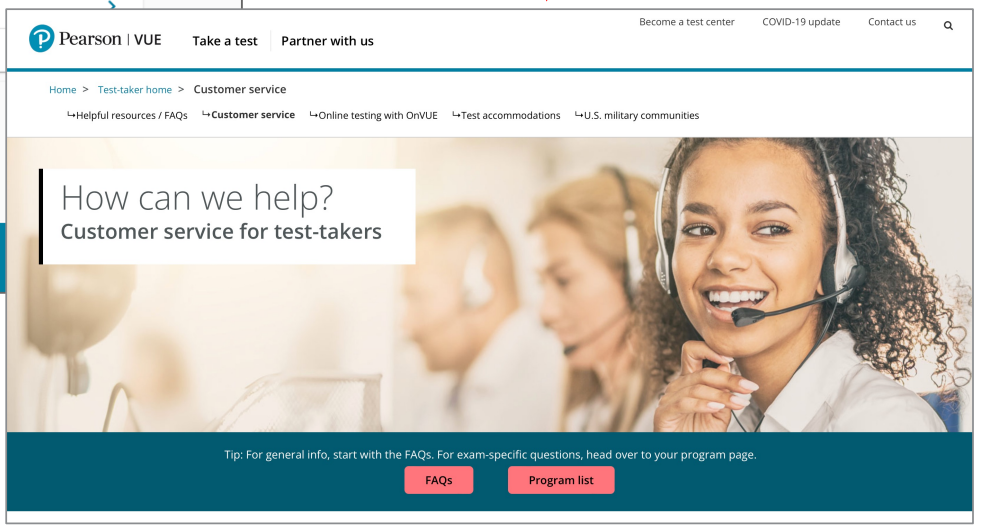
How to Schedule Cisco Certification Exam(s)

Need help with an existing exam appointment that you can't update/modify. Check out the Pearson VUE website for self-service FAQs and further assistance.



1) Click "Contact" if you have issues with your exam appointment that you are unable to update/change on your own

2) After selection, this screen will appear. Click on "FAQs" or "Program list" for help



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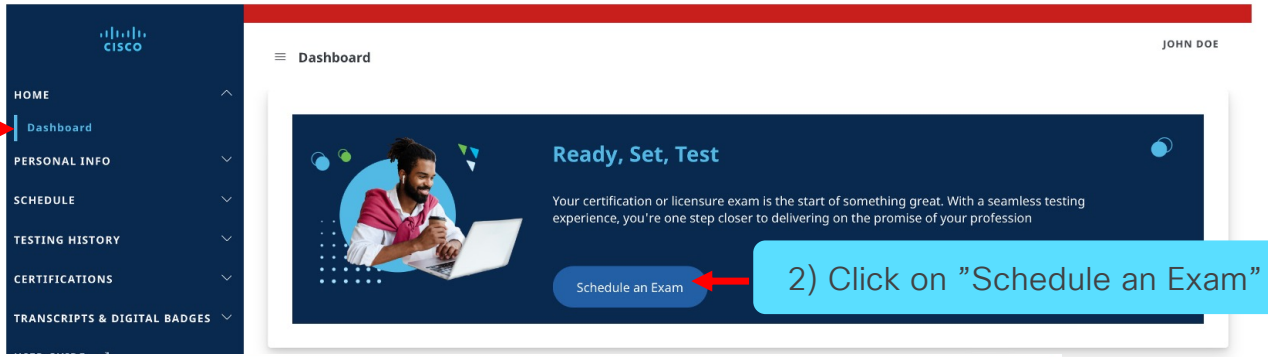
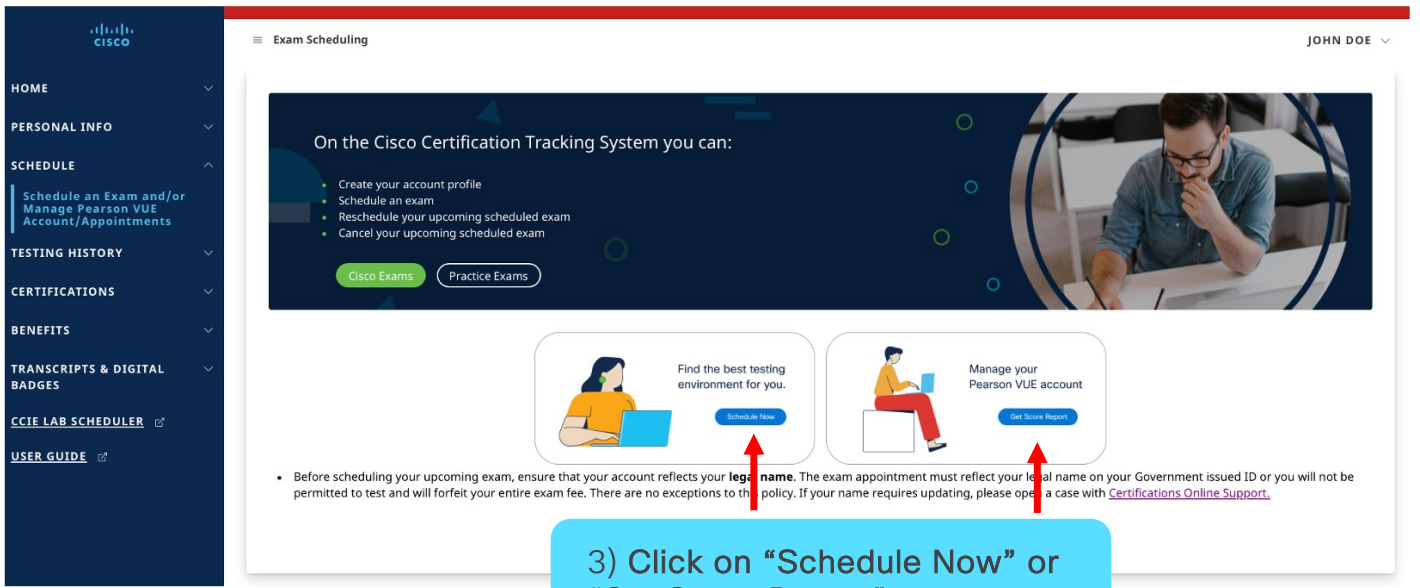
How to Access/Update: Exam Receipt, Score Reports, and Profile Information (Pearson VUE)

1) **Option 1:** From the “Dashboard”



2) Click on ”Schedule an Exam”



3) Click on “Schedule Now” or “Get Score Report”

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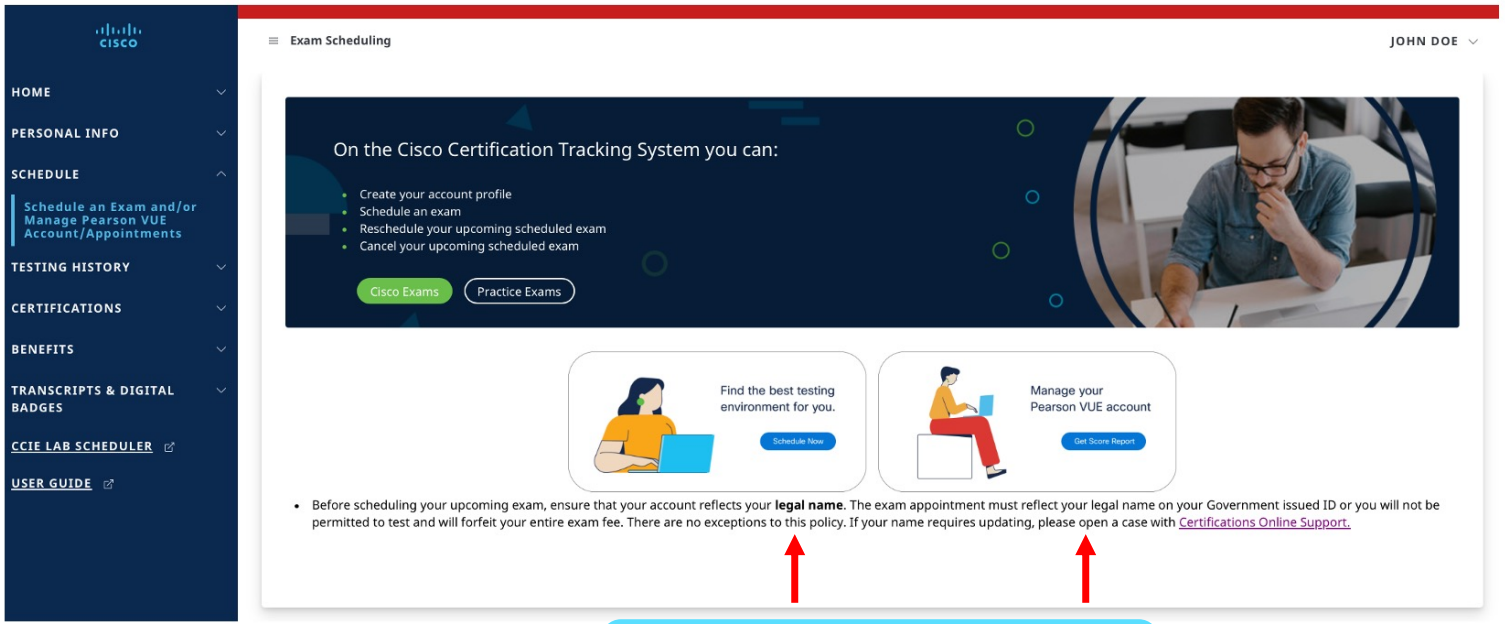
How to Access/Update: Exam Receipt, Score Reports, and Profile Information (Pearson VUE)

1) **Option 2:** Click on “Schedule”

2) Click on “Schedule an Exam and/or Manage Pearson VUE Account/Appointments”



3) **Click on** “Schedule Now” or “Get Score Report”

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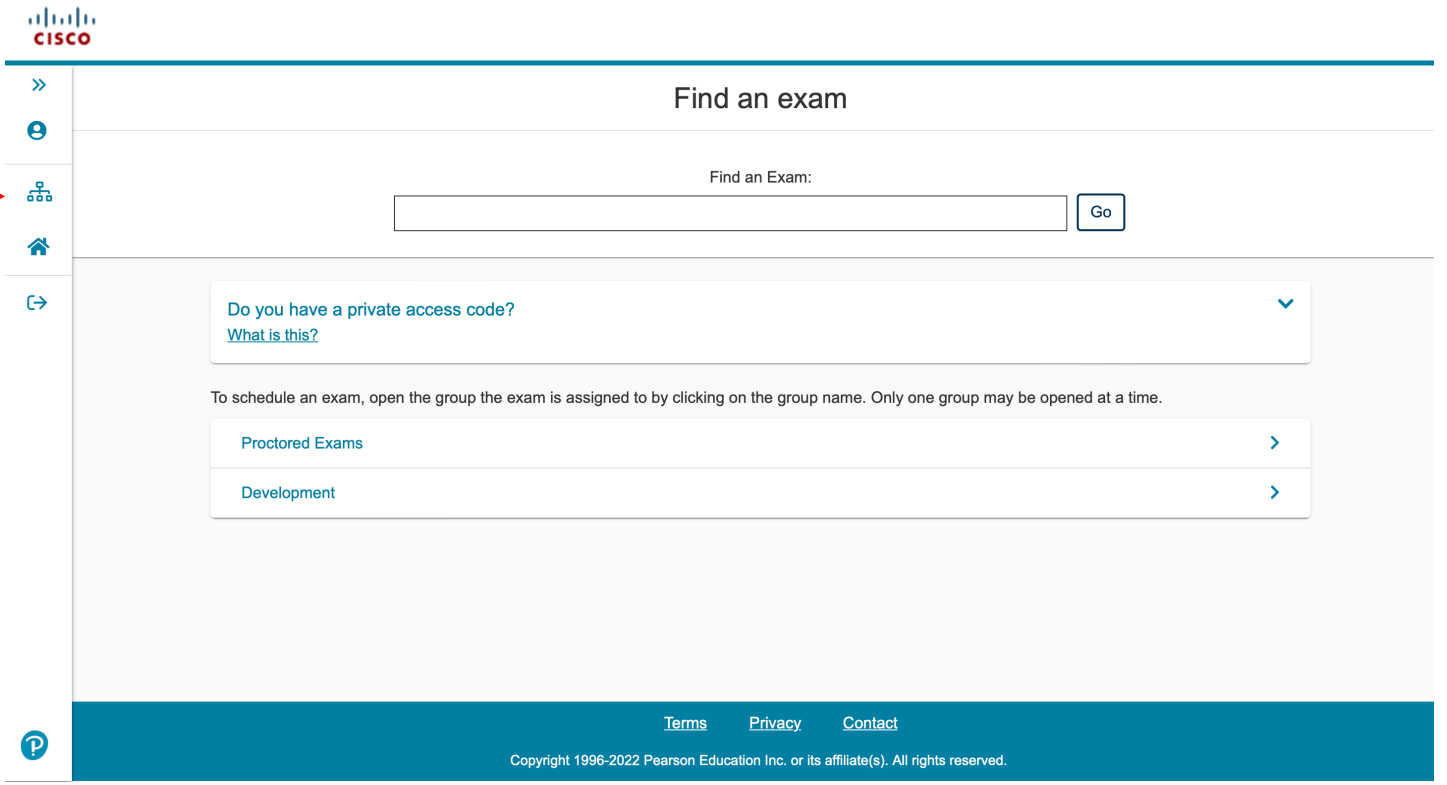
How to Access/Update: Exam Receipt, Score Reports, and Profile Information

4) Click on the “Dashboard Icon”



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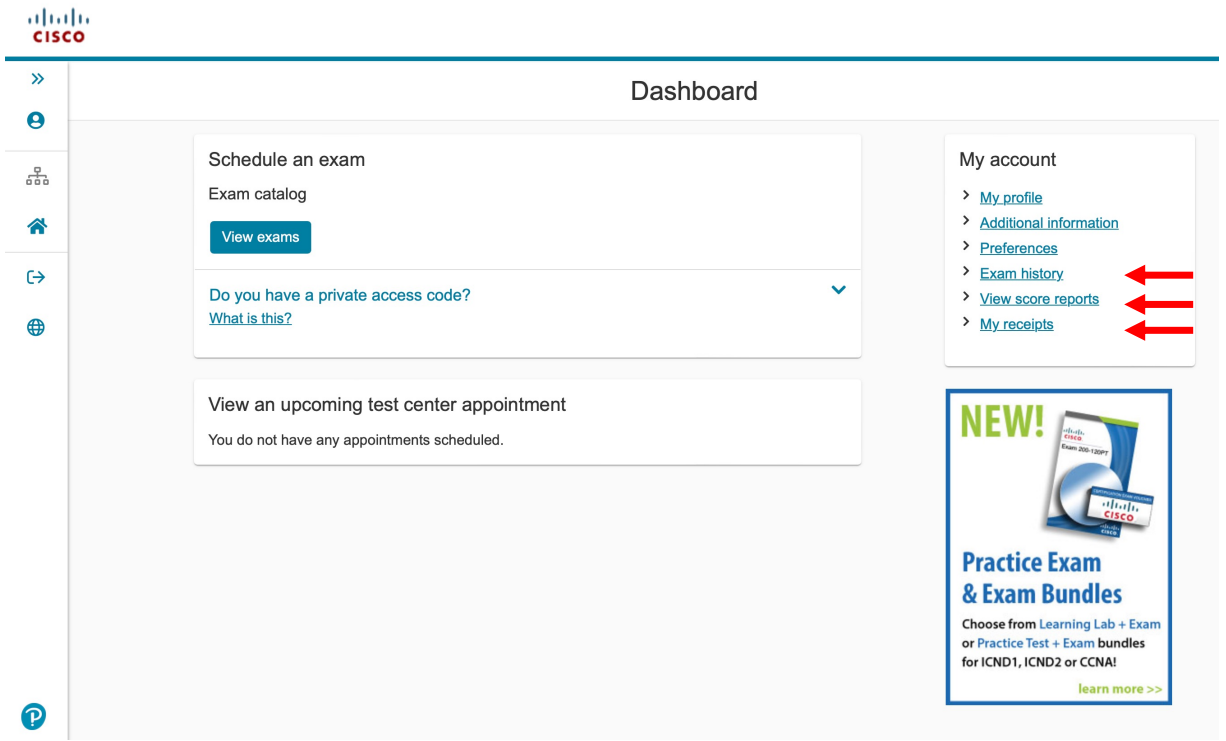
How to Access/Update: Exam Receipt, Score Reports, and Profile Information



5) Click on “Exam history” (Scheduled Exams), “View score report” (Exam score reports), or “My receipts” (Exam payment history)

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