Cisco Certification Tracking System User Guide

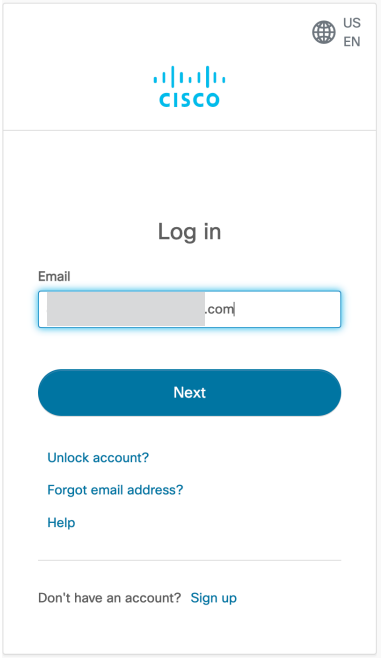
1. Log in
2. Confirm Personal Information
3. Review Certification Progress
4. Review Continuing Education
5. Review Test History
6. Download Certification Logo(s)
7. Certificates & Plaques
8. Digital Badges & Transcript: Third-Party Verification Disclosure
9. Schedule Cisco Certification Exam(s)

1. Log in

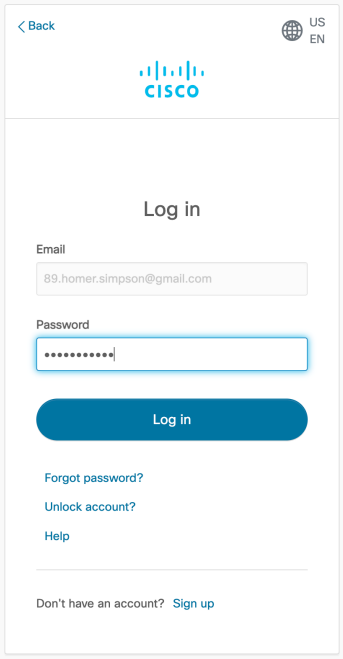
How to Log in (Existing Users)

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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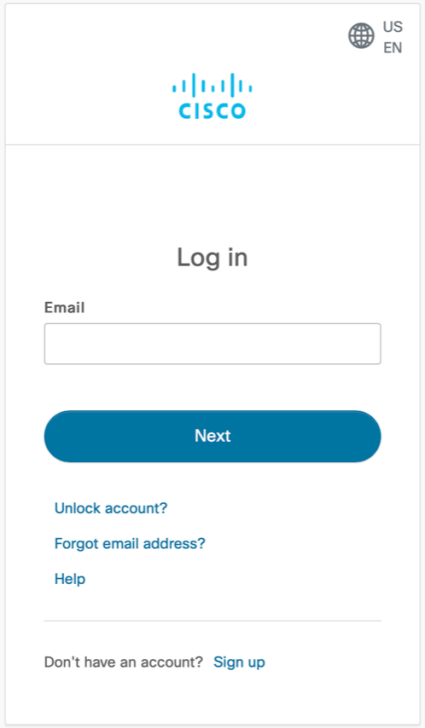
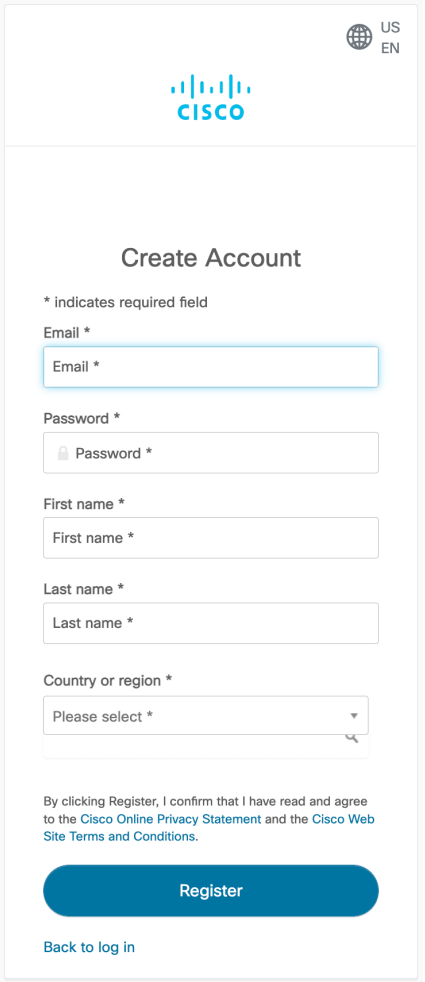
First Time Login



NOTE:
If you are logging into the Certification Tracking System for the first time and do not have a Cisco.com ID set. 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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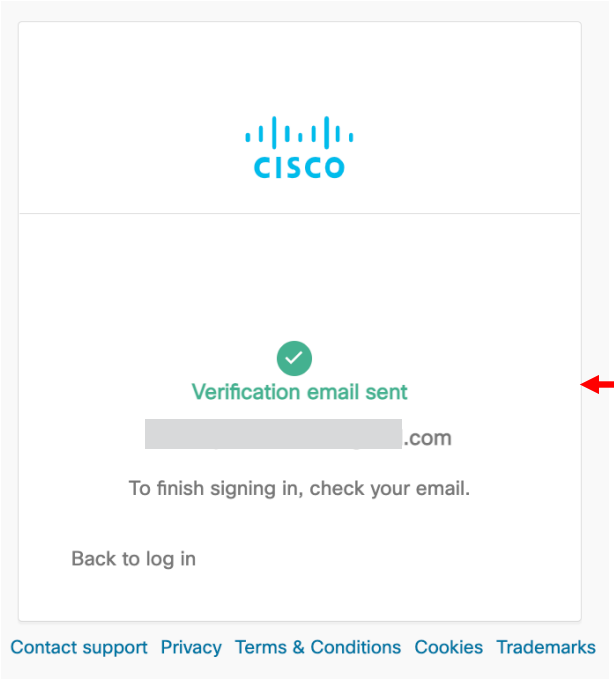
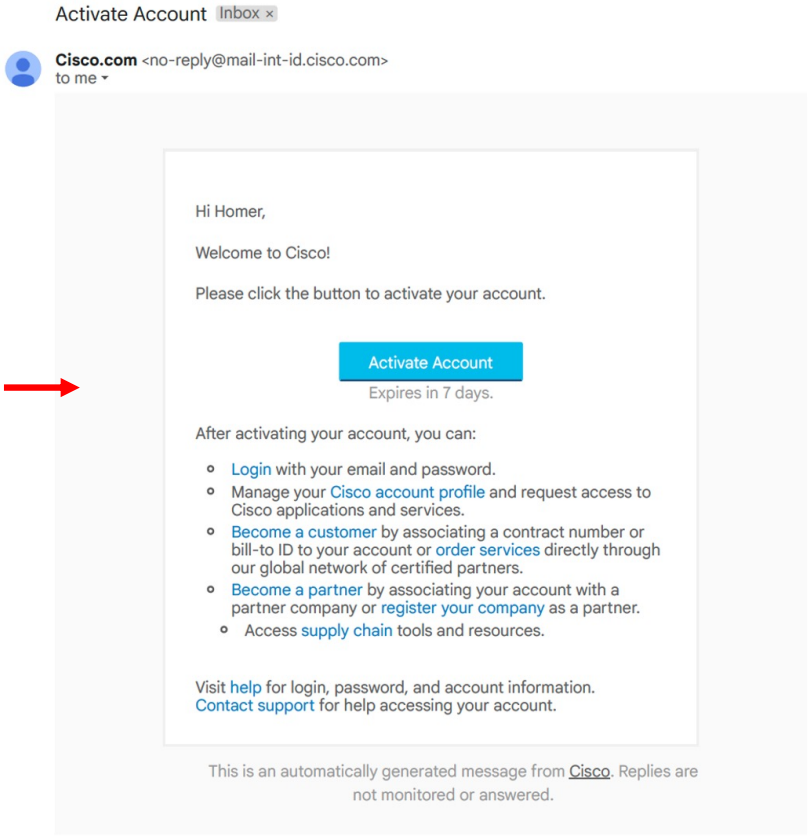
First Time Login



5) Verification email sent

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



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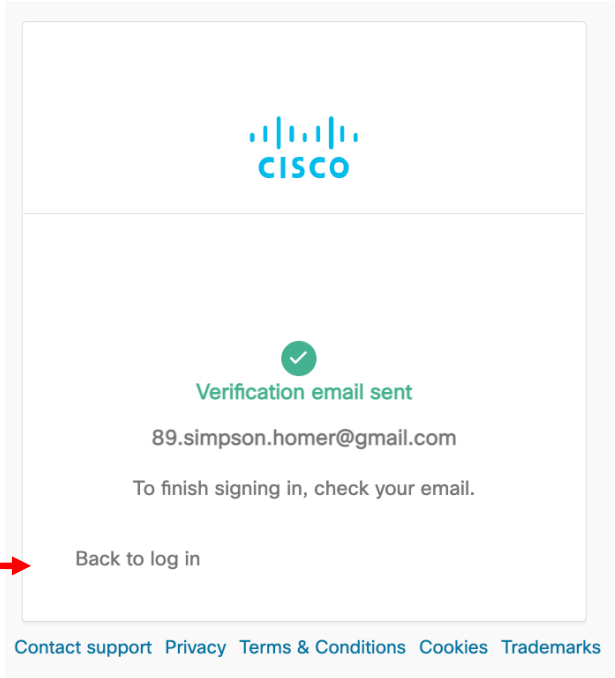
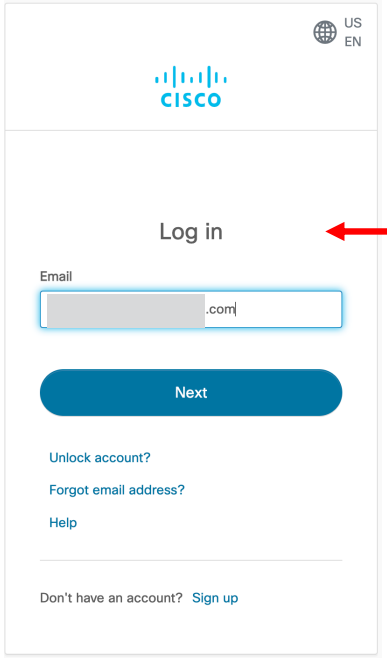
After Account Mapping Completion

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





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

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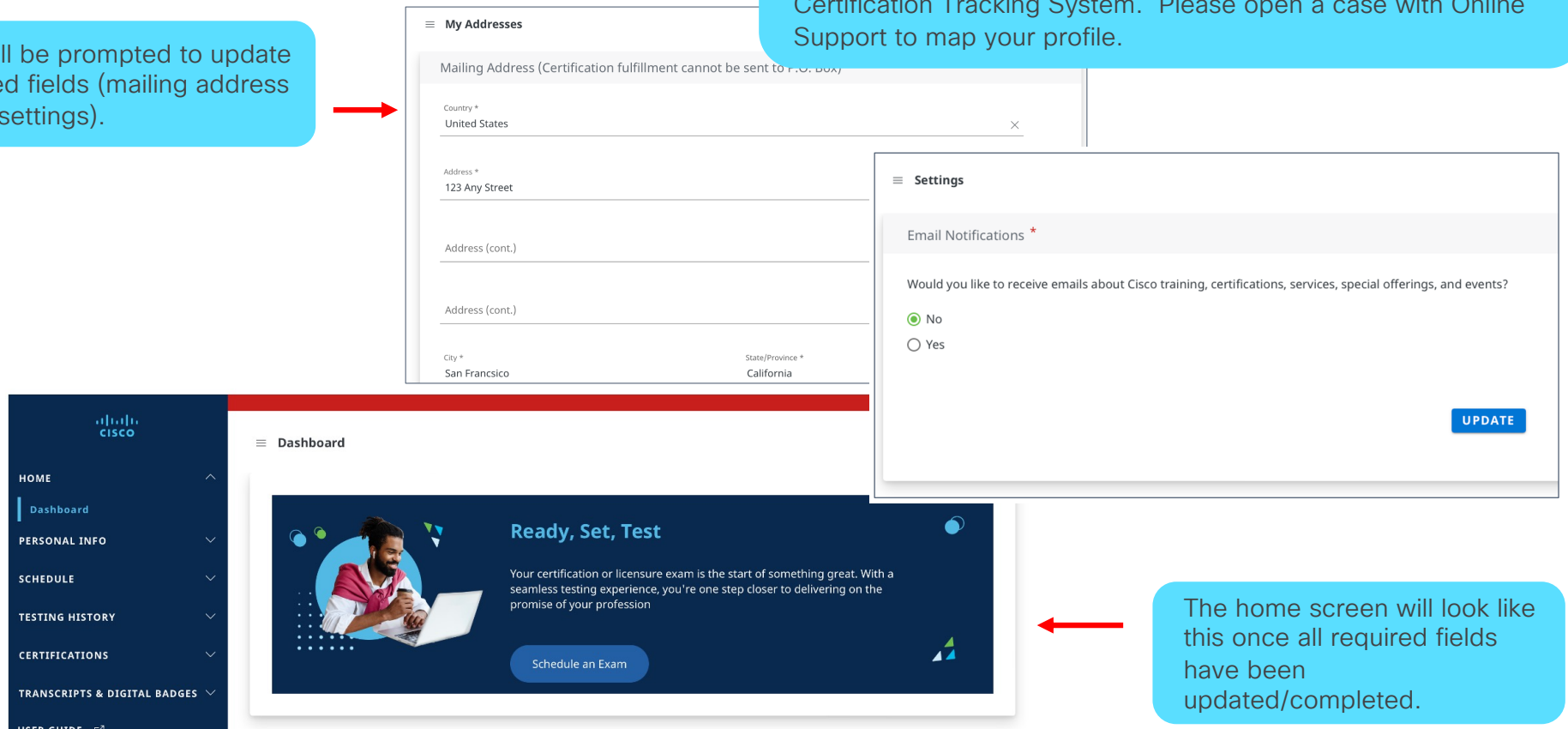
After Account Mapping Completion

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 have never logged into the Certification Tracking System. Please open a case with Online Support to map your profile.

You will be prompted to update 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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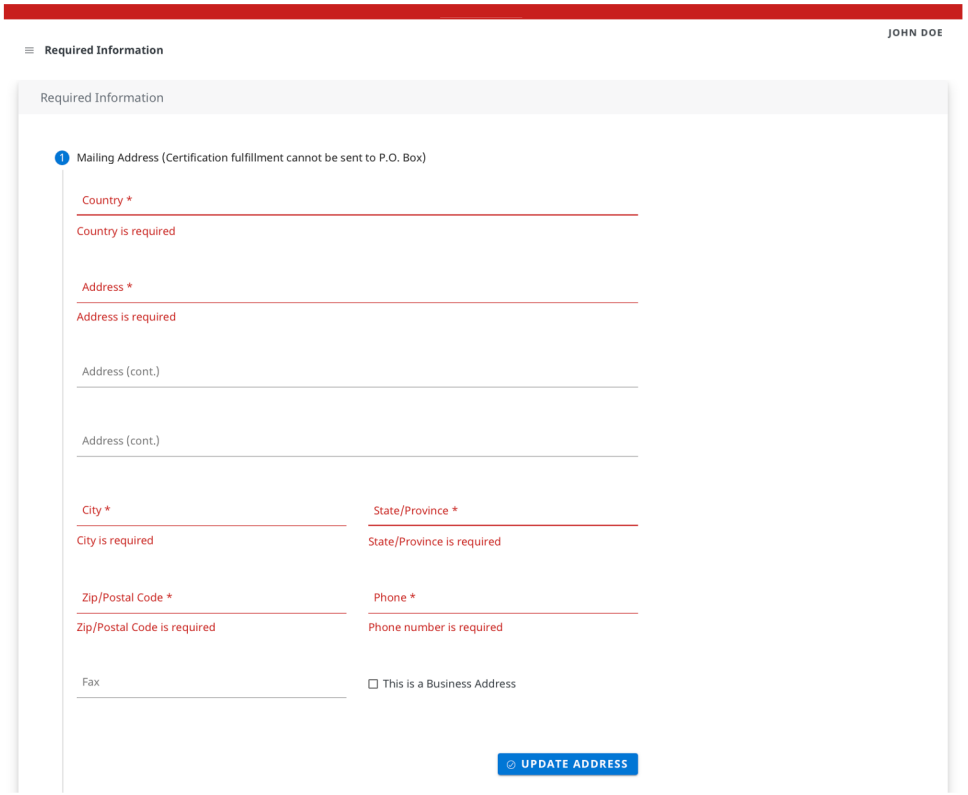
2. Confirm Personal Information

Update your 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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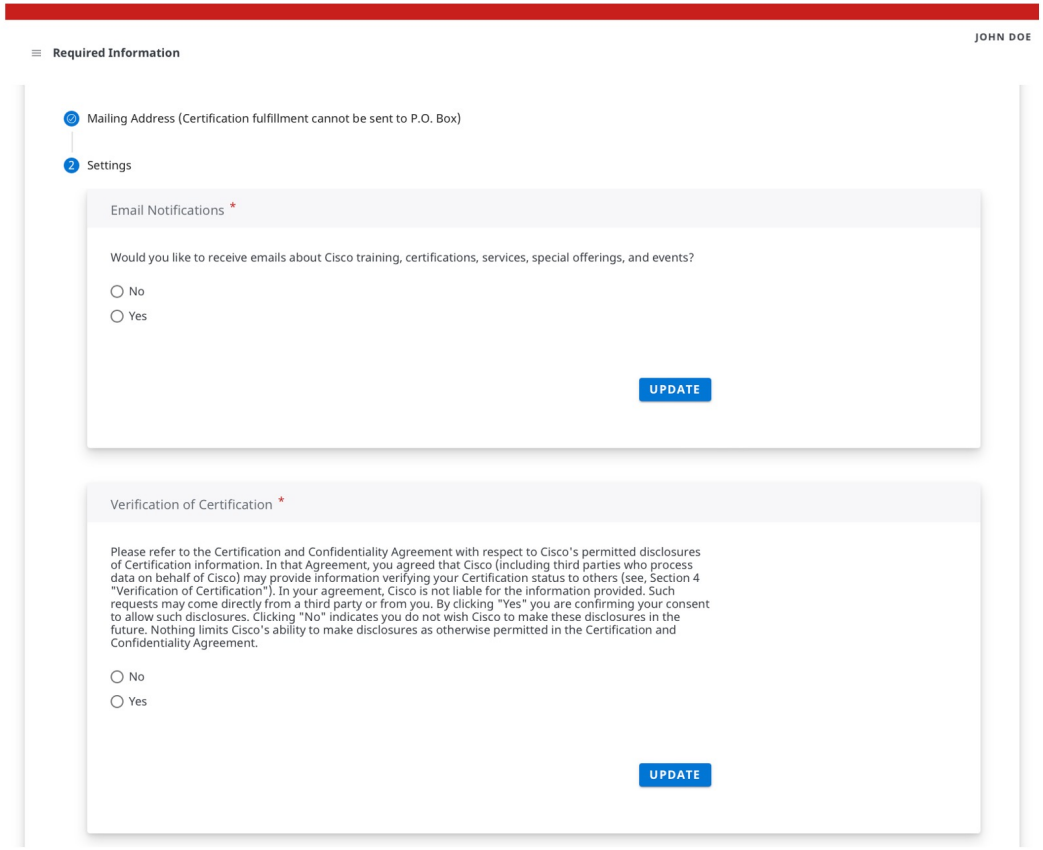
Update your Personal Information (First Time Log in)

1) Required Information: “Settings”

2) Update the “Required*” information

3) Click on “Update”



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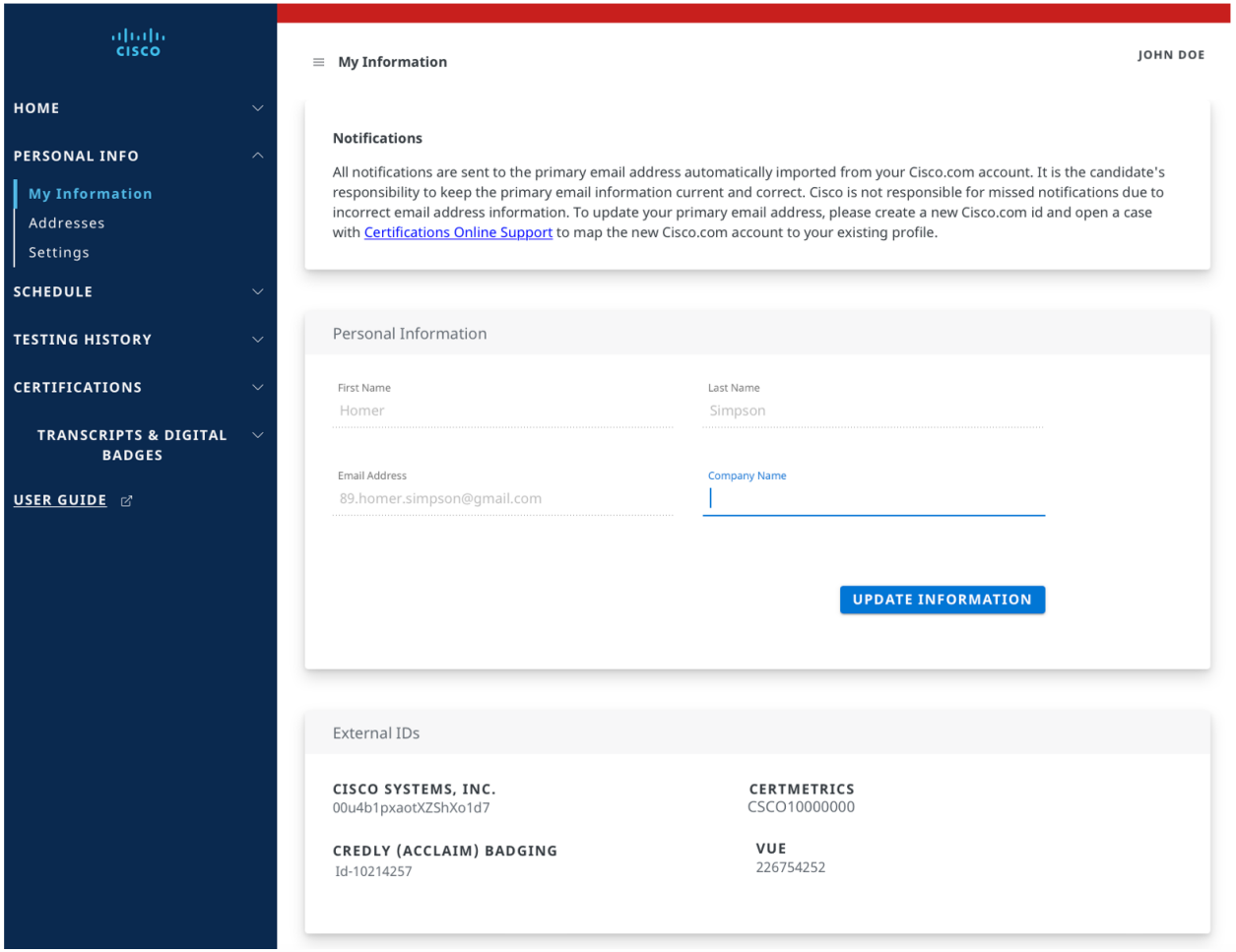
Update your Personal Information (Company)

1) Click on “Personal Info”

2) Click on “My Information”

3) Update “Company Name”

4) Click on “Update Information”



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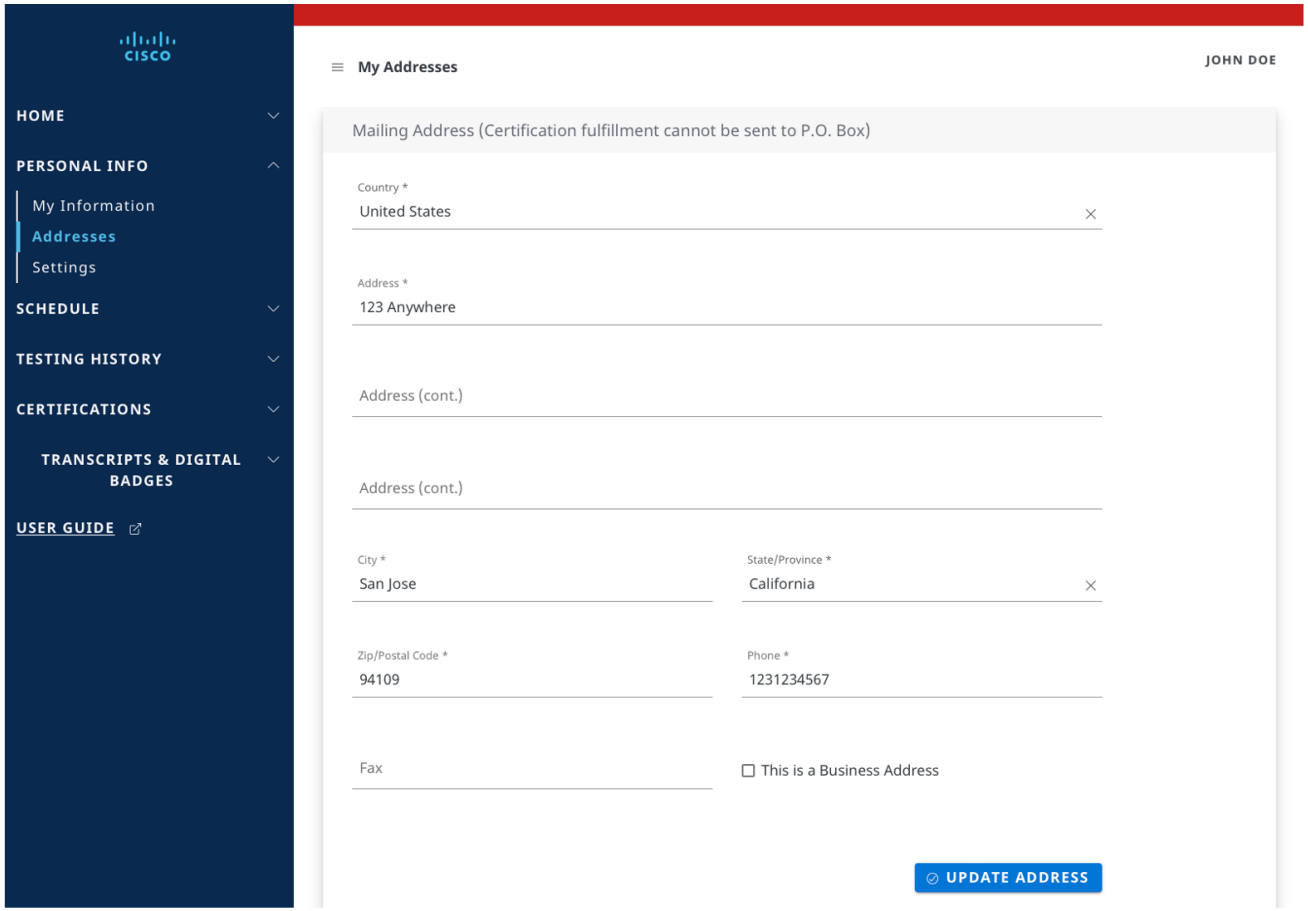
Update your Personal Information (Address)

1) Click on “Personal Info”

2) Click on “Addresses”

3) Update the “Required*” information

4) Click on “Update Address”



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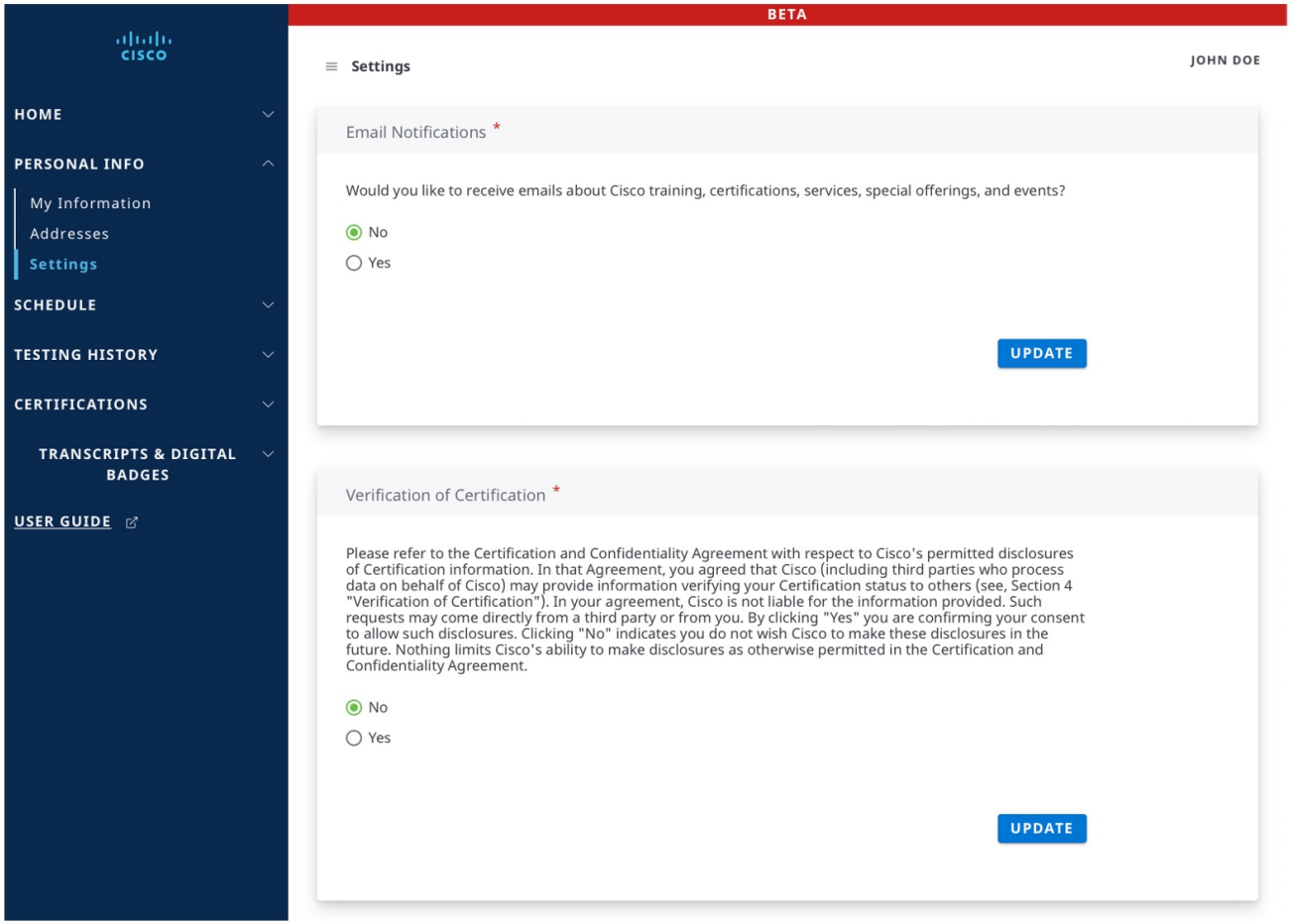
Update your Personal Information (Settings)

1) Click on “Personal Info”

2) Click on “Settings”

3) Update the “Required*” information

4) Click on “Update”



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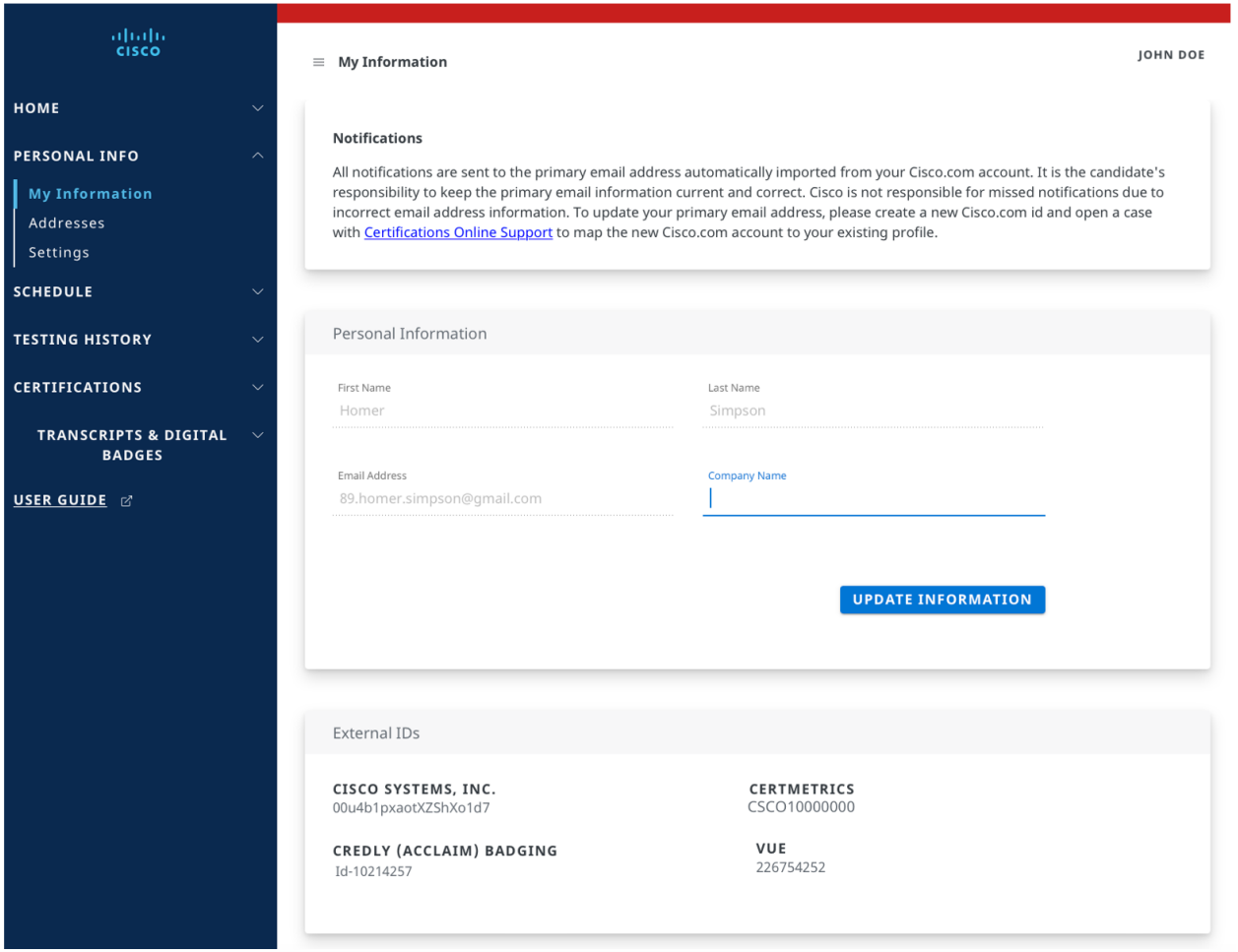
Review Your External IDs: Cisco.com, CSCO, Credly, & VUE

1) Click on “Personal Info”

2) Click on “My Information”

3) External ID’s



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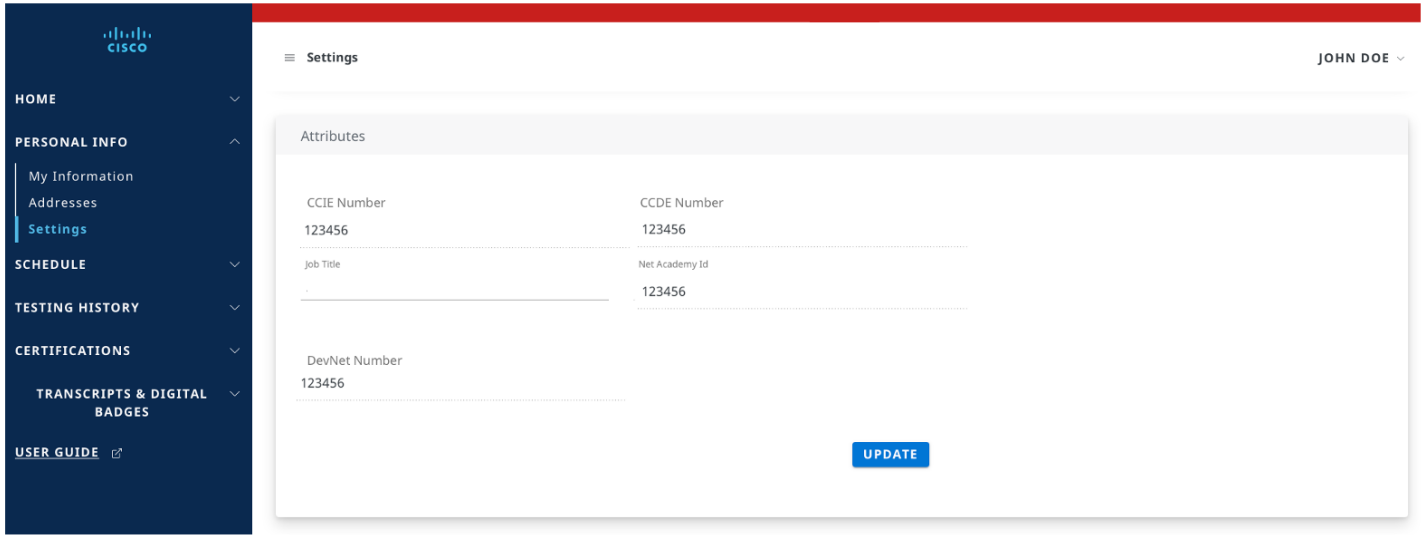
Review Your Personal IDs: CCDE #, CCIE #, DevNet #, NetAcad ID

1) Click on “Personal Info”

2) Click on “Settings”



3) Scroll to the bottom of the page

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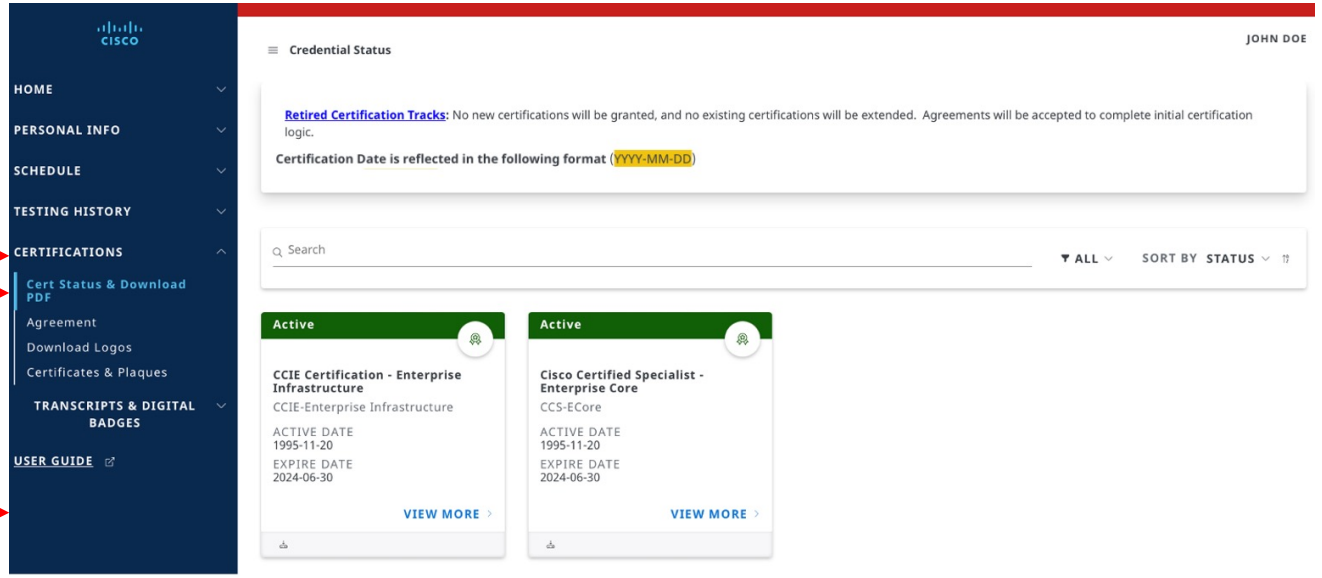
3. Review Certification Progress

How to Review the Certification Status

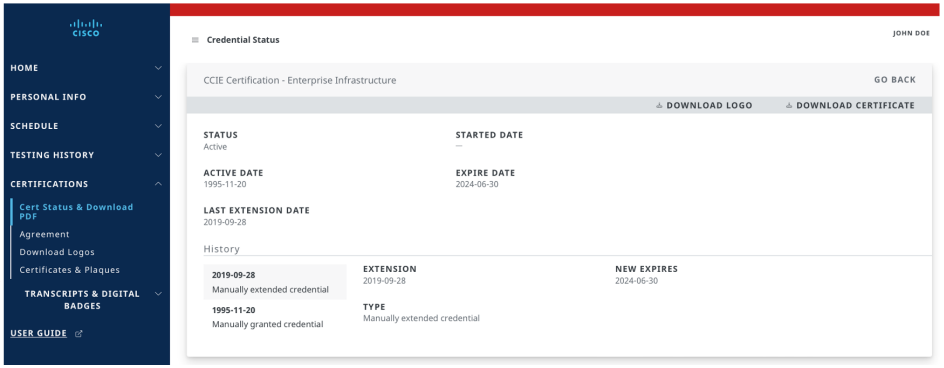
1) Click on “Certifications”

2) Click on “Cert Status & Download PDF”

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



4) After selection, this screen will appear



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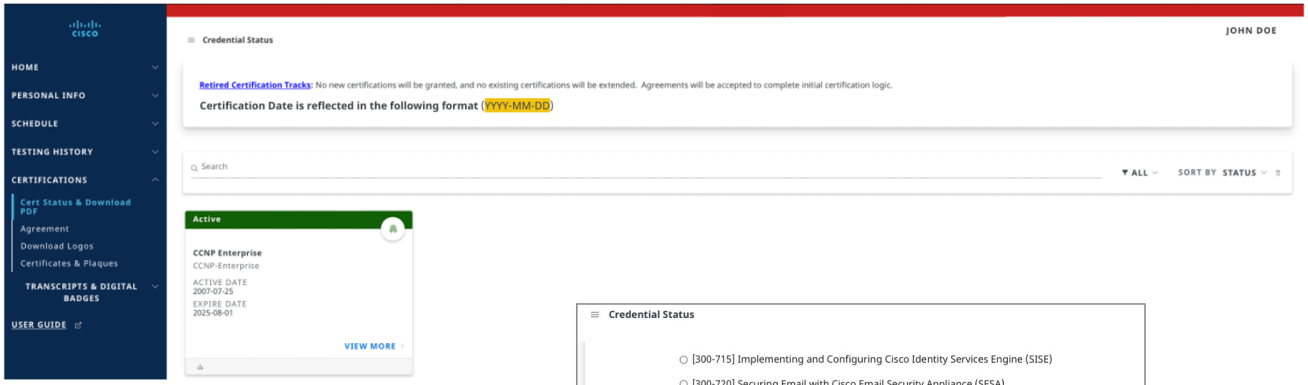
4. Review Continuing Education

Review Continuing Education Credit

1) Click on “Certifications”

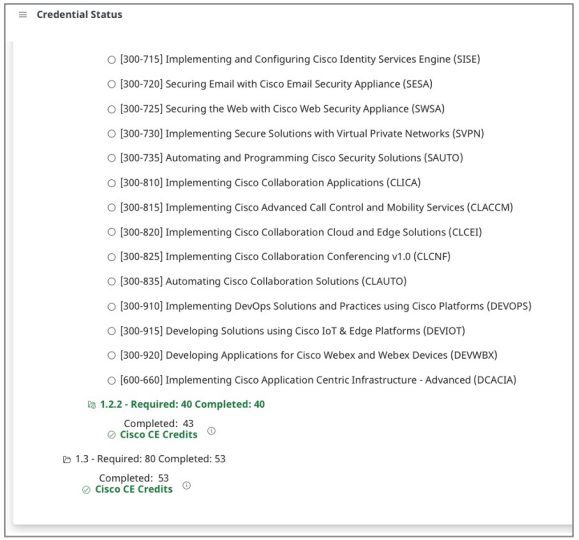
2) Click on “Cert Status & Download PDF



3) Click on “View More”

4) After selection, this screen will appear

5) Scroll down to “Cisco CE Credits”



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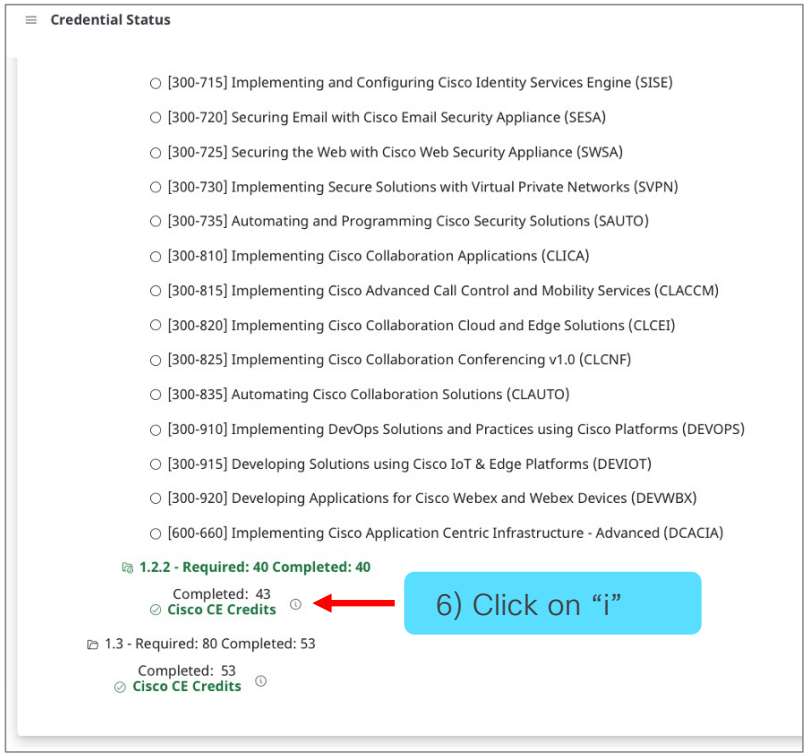
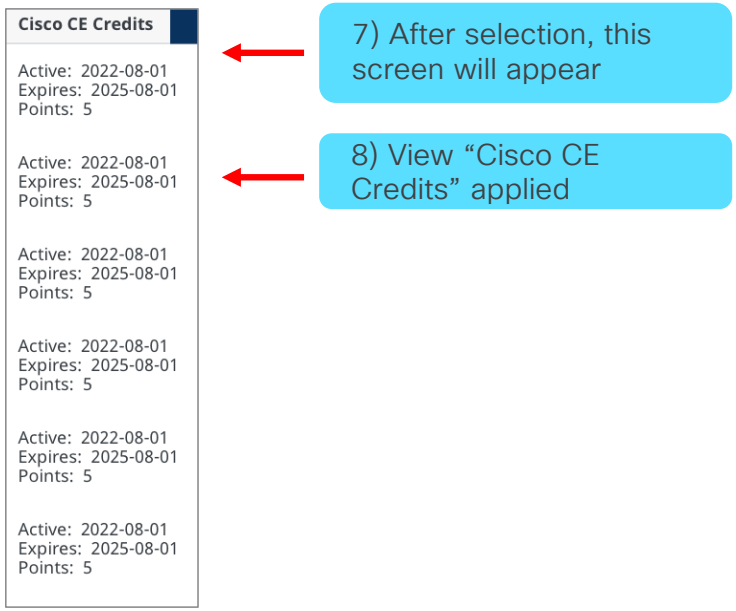
Review Continuing Education Credit





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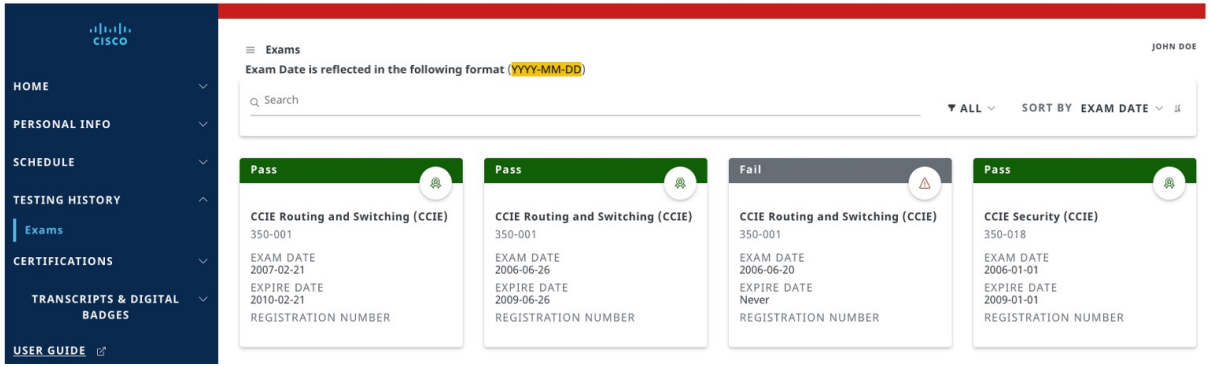
5. Review Test History

Test Information History and Exam Agreement

1) Click on “Test History”

2) Click on “Exams”



3) You can ”Sort By” exam date, expires, or name

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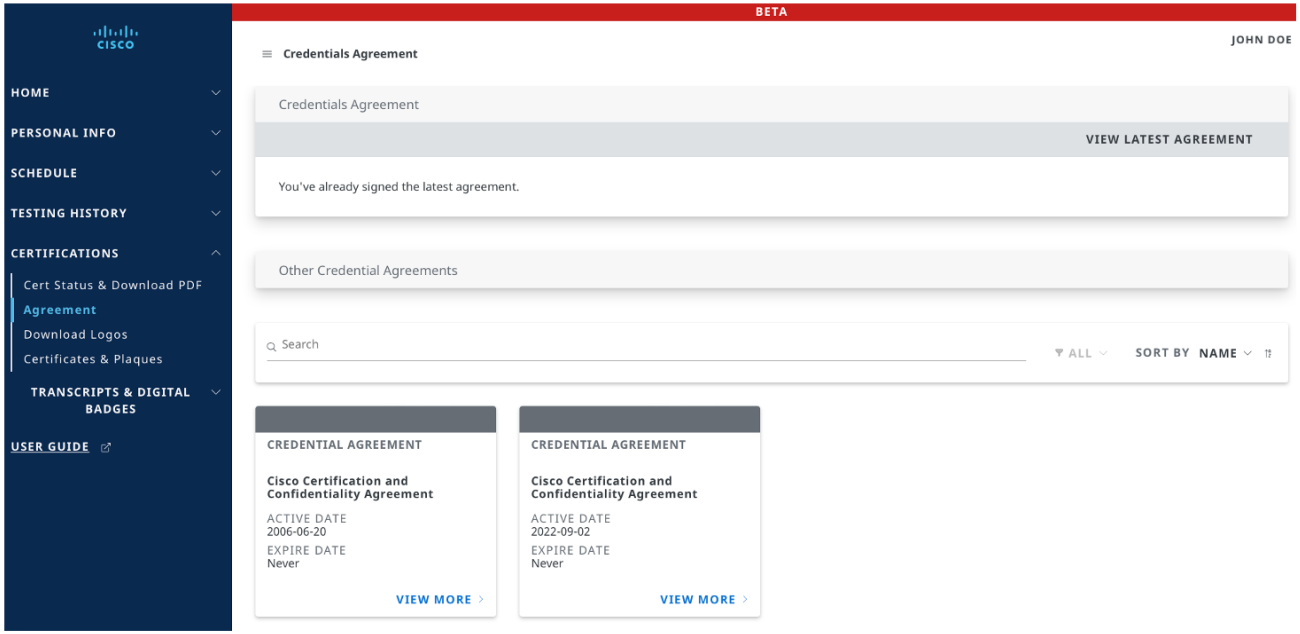
Test Information History and Exam Agreement

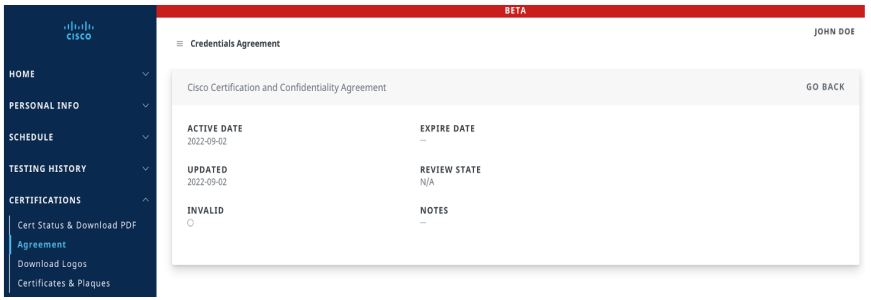
1) Click on “Certifications”

2) Click on “Agreement”

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



4) After selection, this screen will appear



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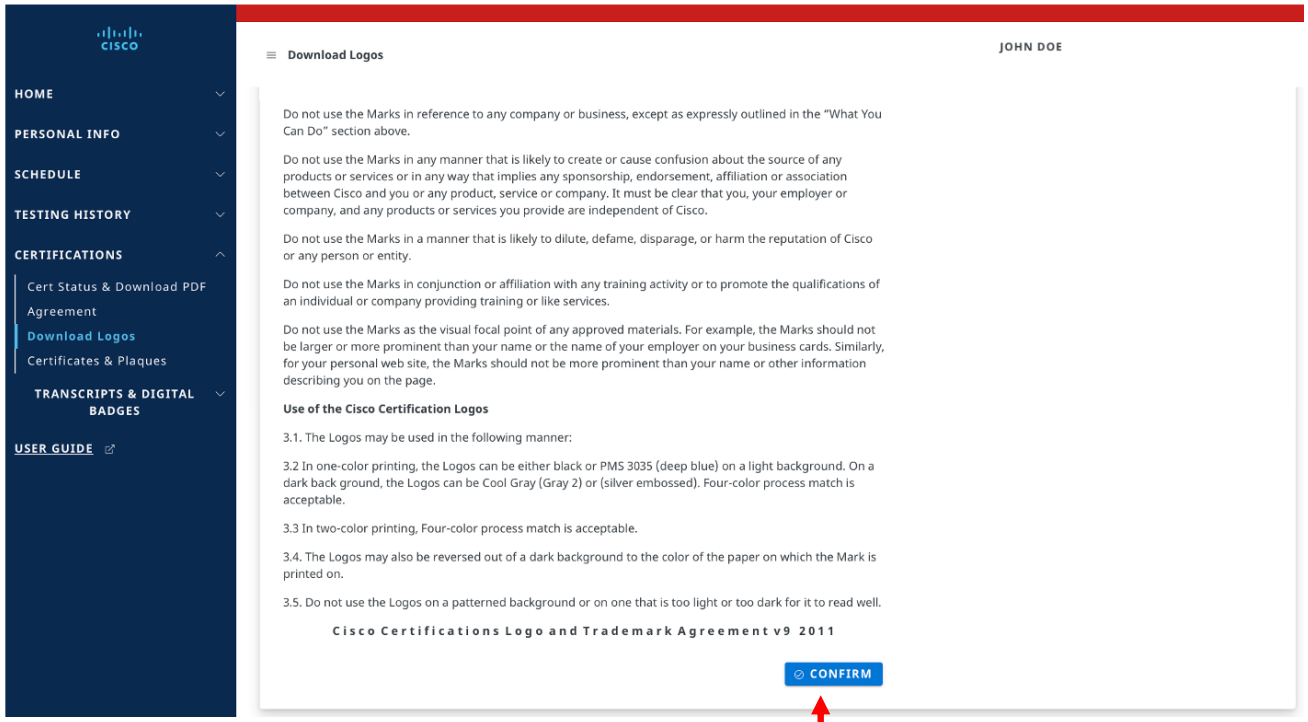
6. Download Certification Logo(s)

How to Download your Certification Logo(s)

1) Click on “Certifications”

2) Click on “Download Logos”



3) Logo Agreement – Click on “Confirm”

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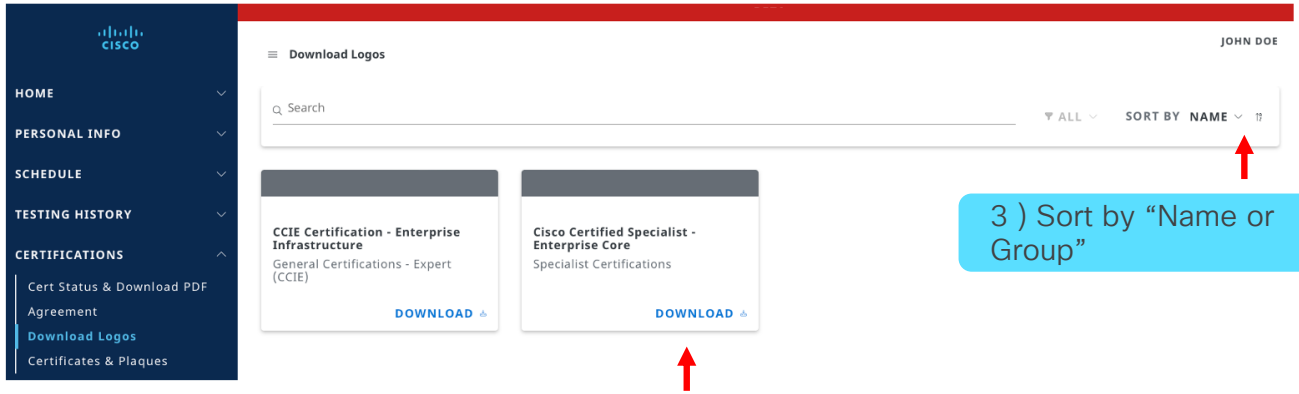
How to Download your Certification Logo(s)

1) Click on “Download Logos”



3) Sort by “Name or Group”

2) Select logo and click on “Download”

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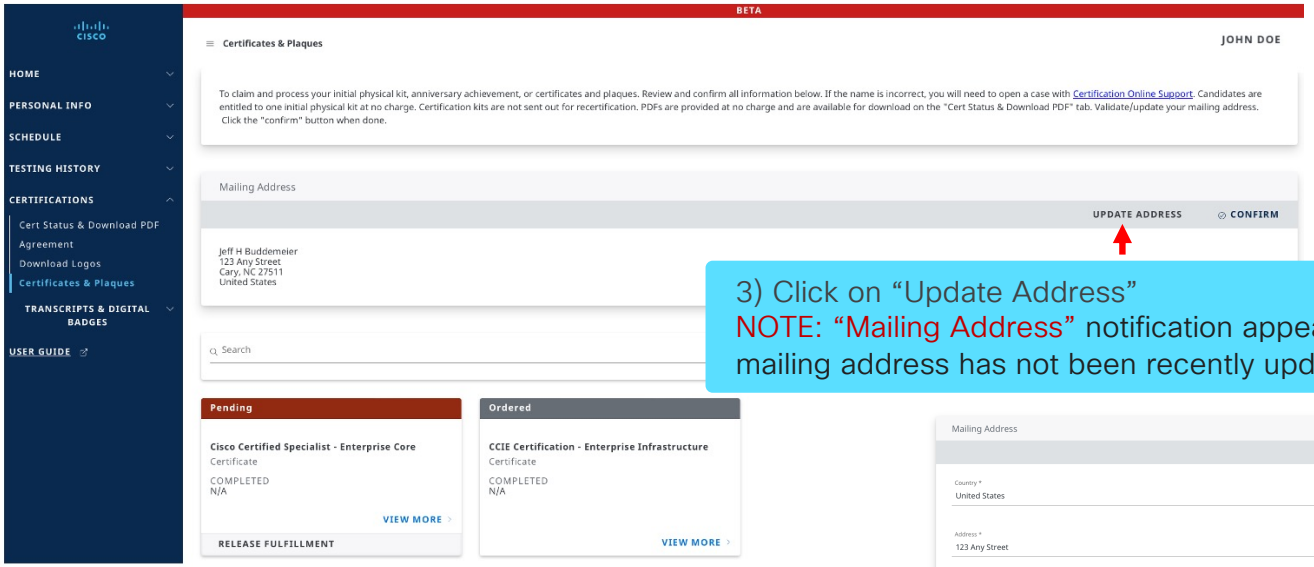
7. Certificates & Plaques

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 6-8 weeks for processing and shipping

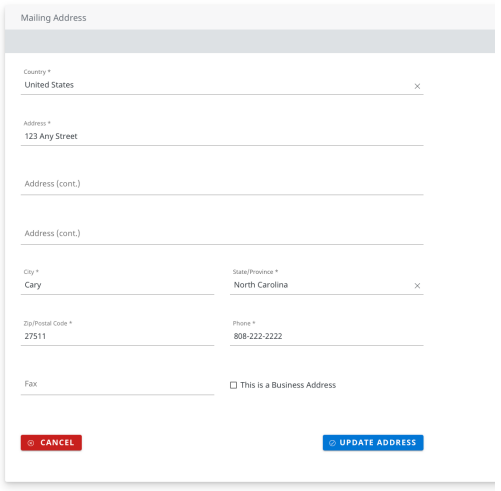
1) Click on “Certifications”

2) Click on “Certificates & Plaques”



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

4) After selection, this screen will appear



5) After updating click on “Update Address”

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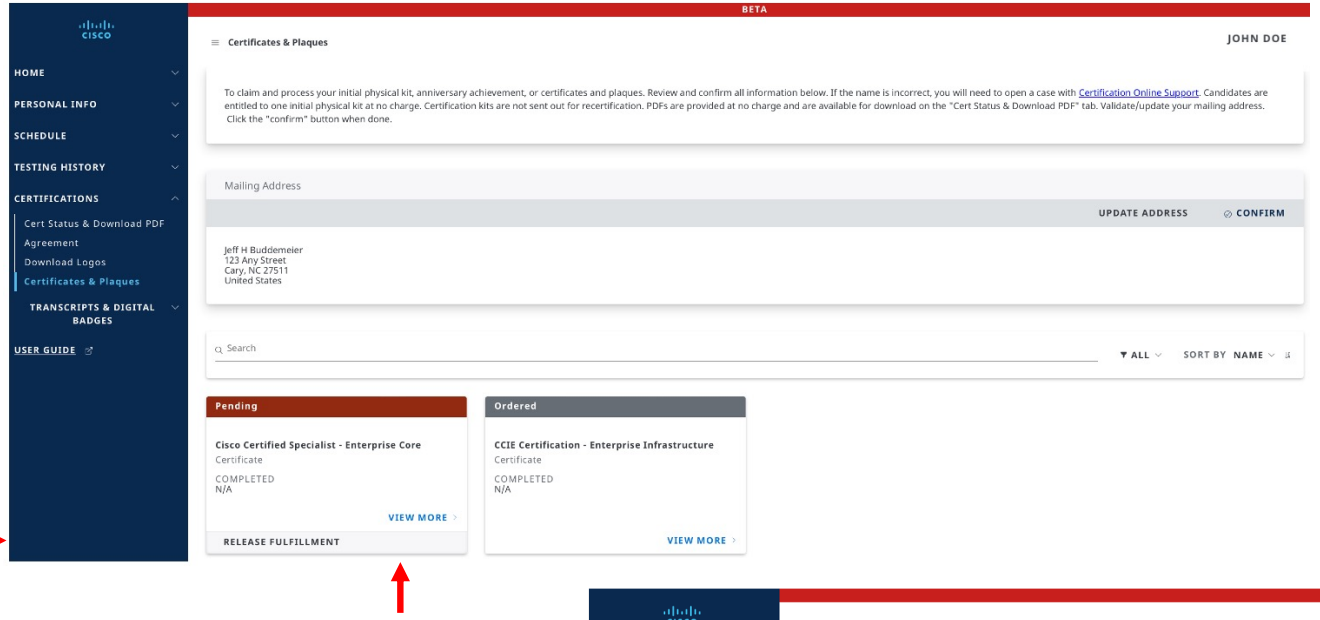
Claim Initial Certification Kit

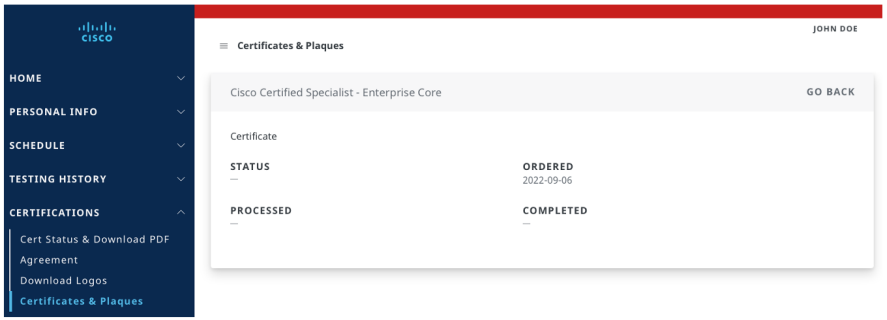
NOTE:
- Initial free kit not yet claimed “Pending”
- Initial free kit claimed “Ordered”
- Please allow 6-8 weeks for processing and shipping

6) Click on “Release Fulfillment"



7) Click on “View More” for details

8) After selection, this screen will appear



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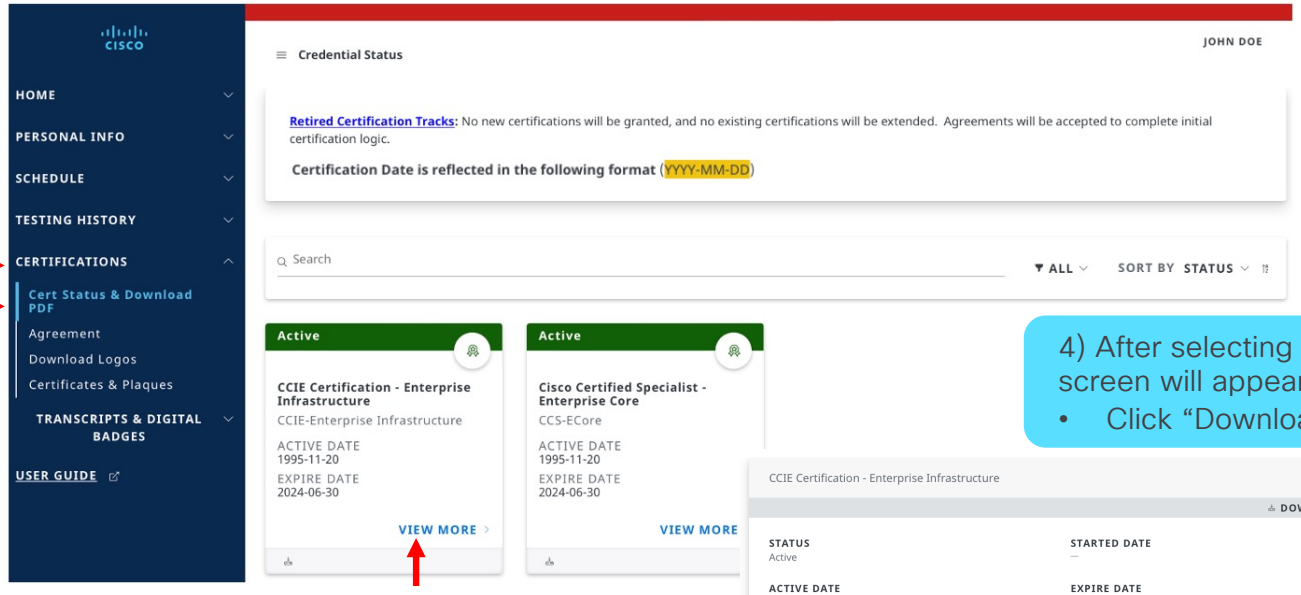
How to Download your PDF Certificate

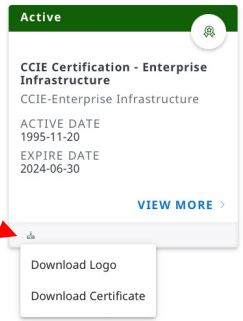
NOTE: PDFs are only available for qualifying certifications that are active and not expired.

1) Click on “Certifications”

2) Click on “Cert Status & Download PDF”

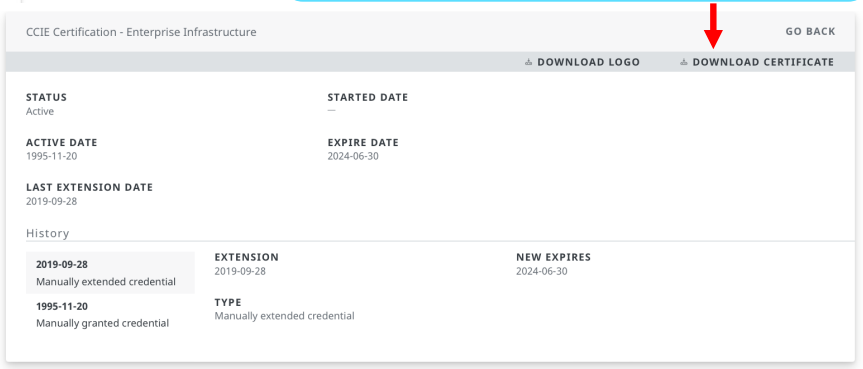


3) Click on “View More” or click on the download icon



4) After selecting “View More”, this screen will appear

- Click “Download Certificate”



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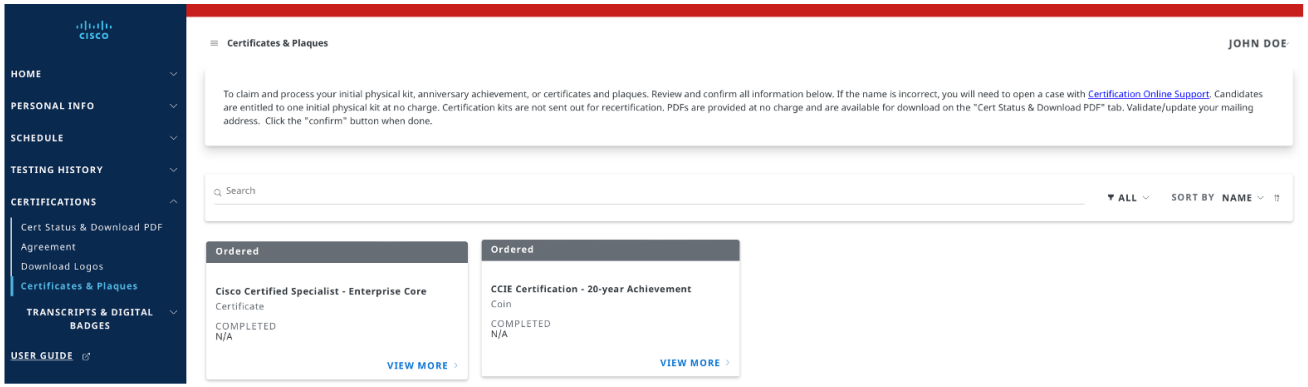
Certification Fulfillment Kit History & Status

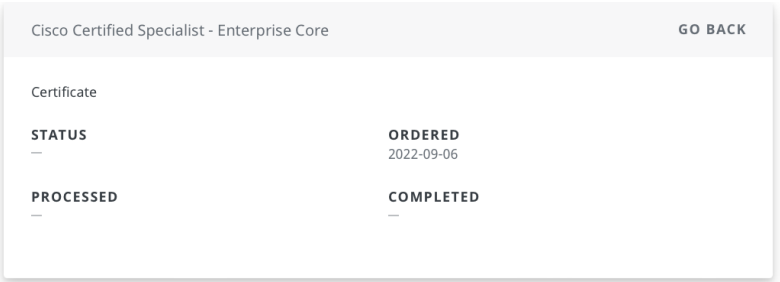
1) Click on “Certifications”

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 6-8 weeks for processing and shipping

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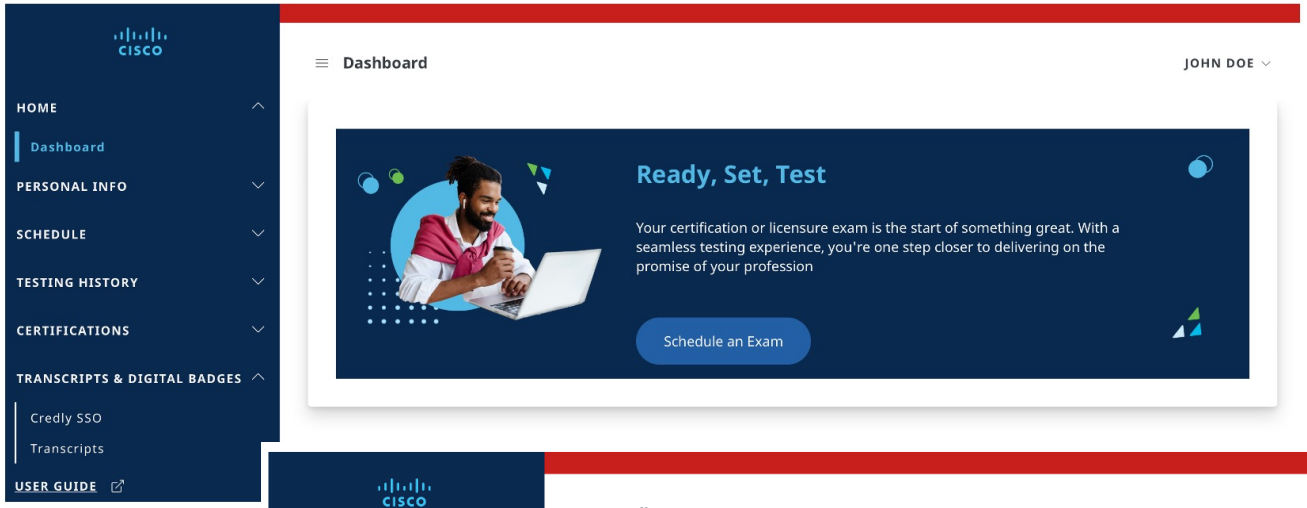
8. Digital Badges & Transcript: Third-Party Verification Disclosure

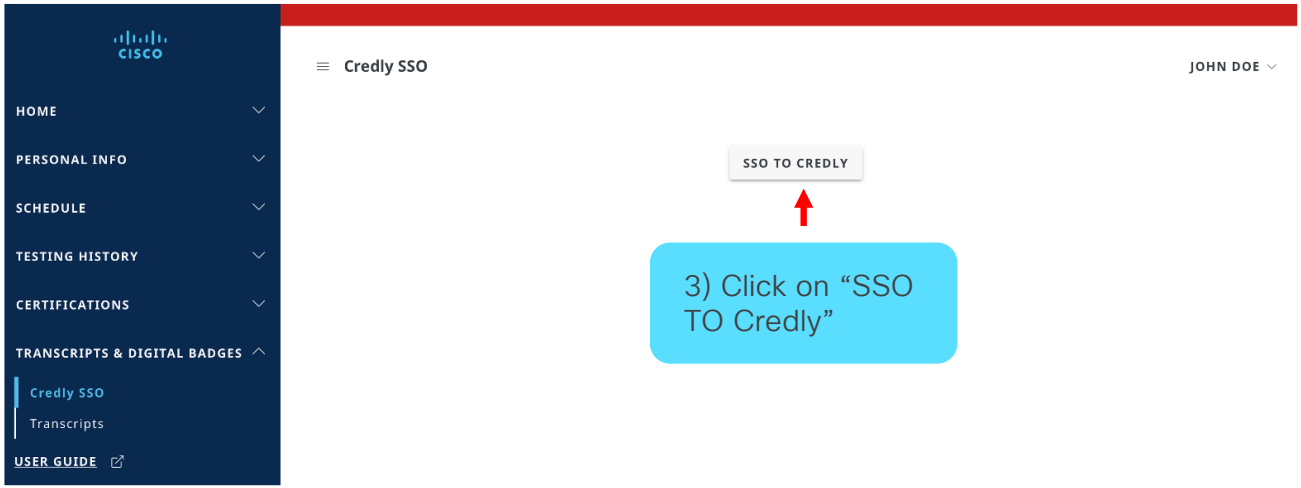
Digital Badges

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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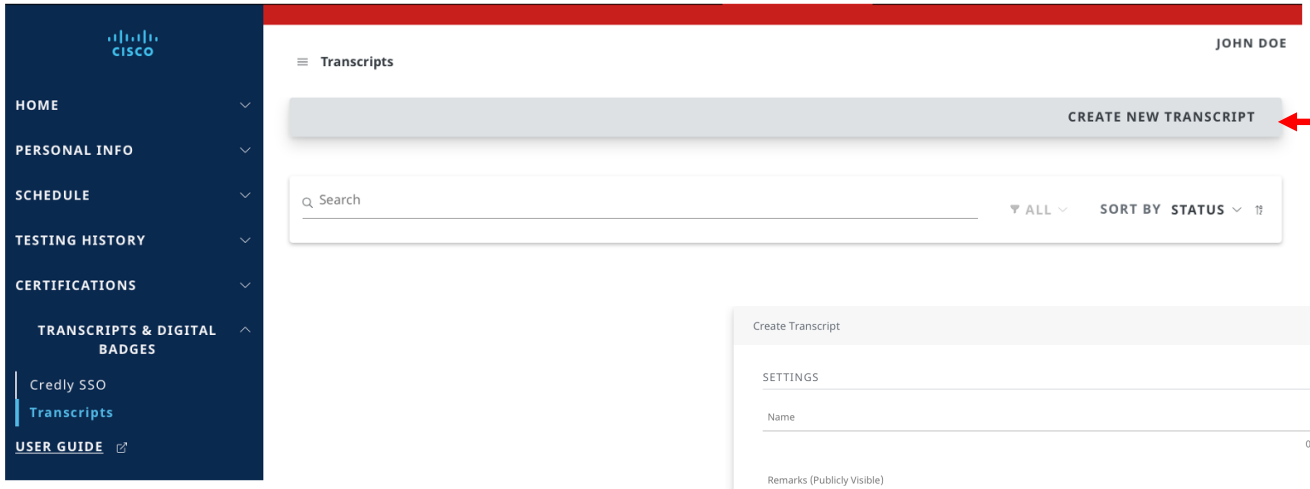
How to Disclose your Transcript to Third Parties

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

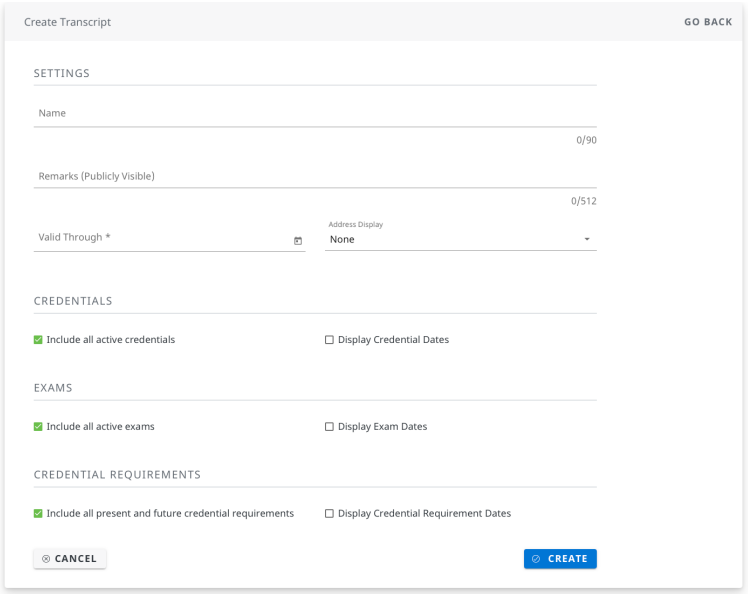
1) Click on “Transcripts & Digital Badges”

2) Click on “Transcripts”



3) Click on “Create New Transcript”

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



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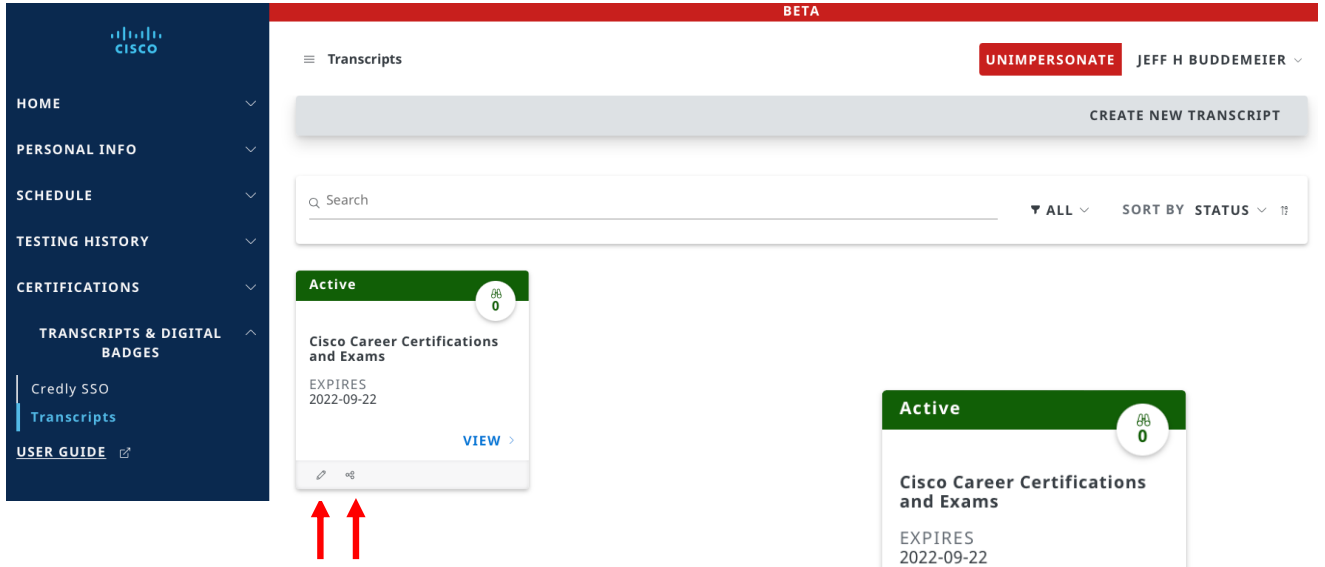
How to Disclose your Transcript to Third Parties

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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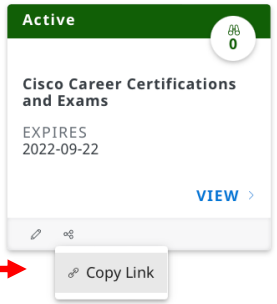
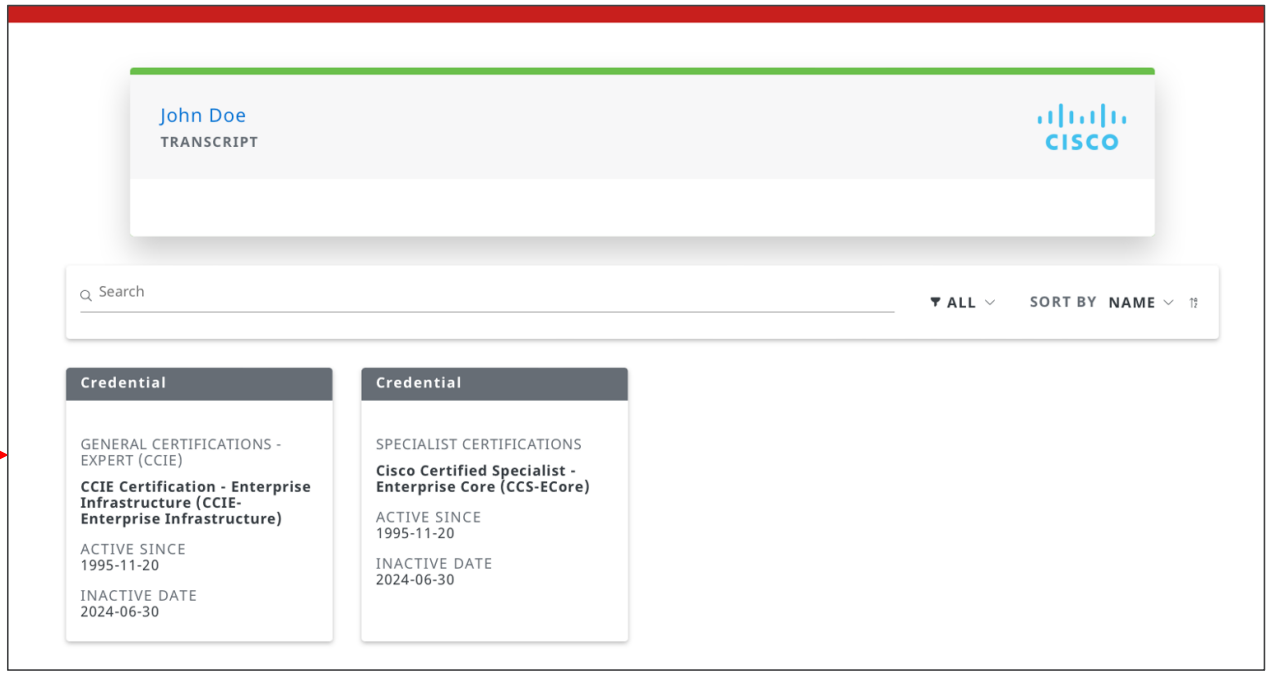
How to Disclose your Transcript to Third Parties

Disclosure to third-party

Share transcript link via personal or work email



Sample transcript



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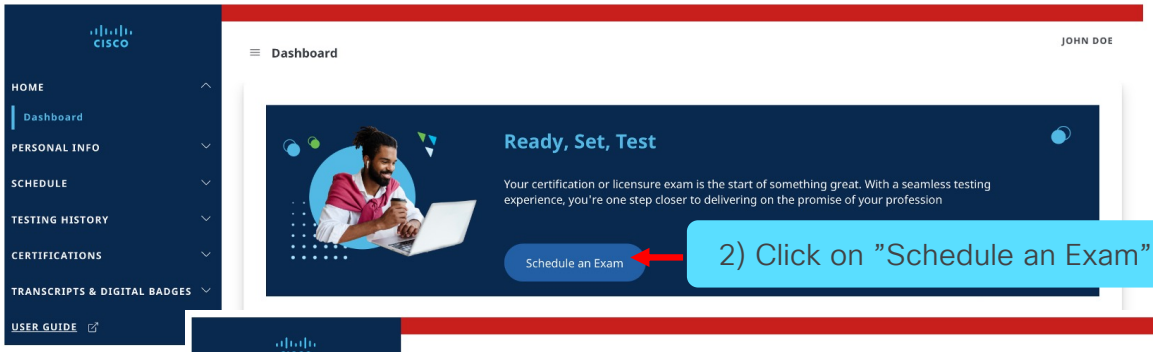
9. Schedule Cisco Certification Exam(s)

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.

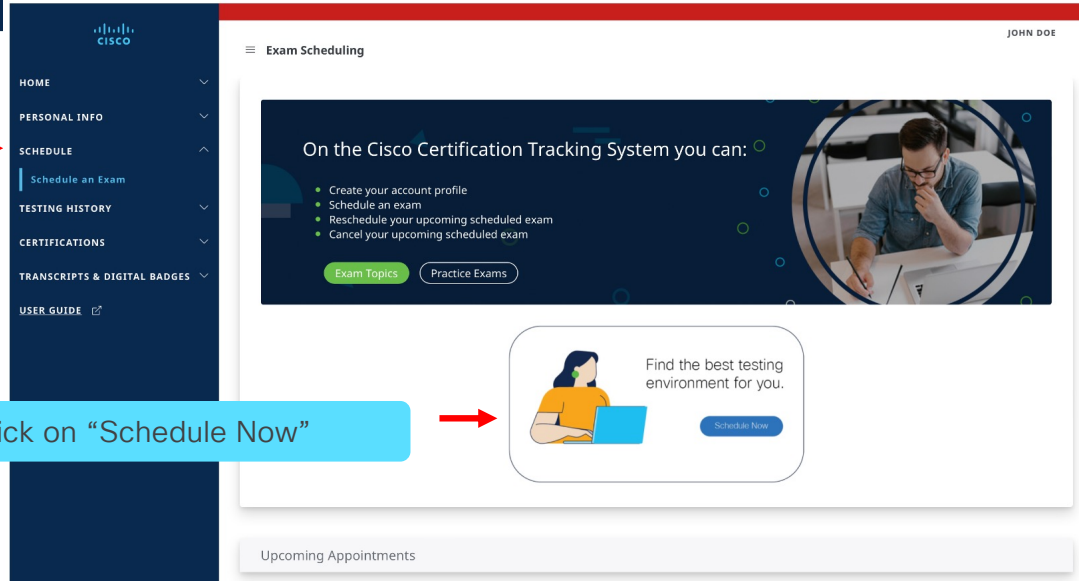
1) **Option 1:** From the “Dashboard”



2) Click on ”Schedule an Exam”

1) **Option 2**: Click on “Schedule”

2) Click on “Schedule an exam”



3) Click on “Schedule Now”

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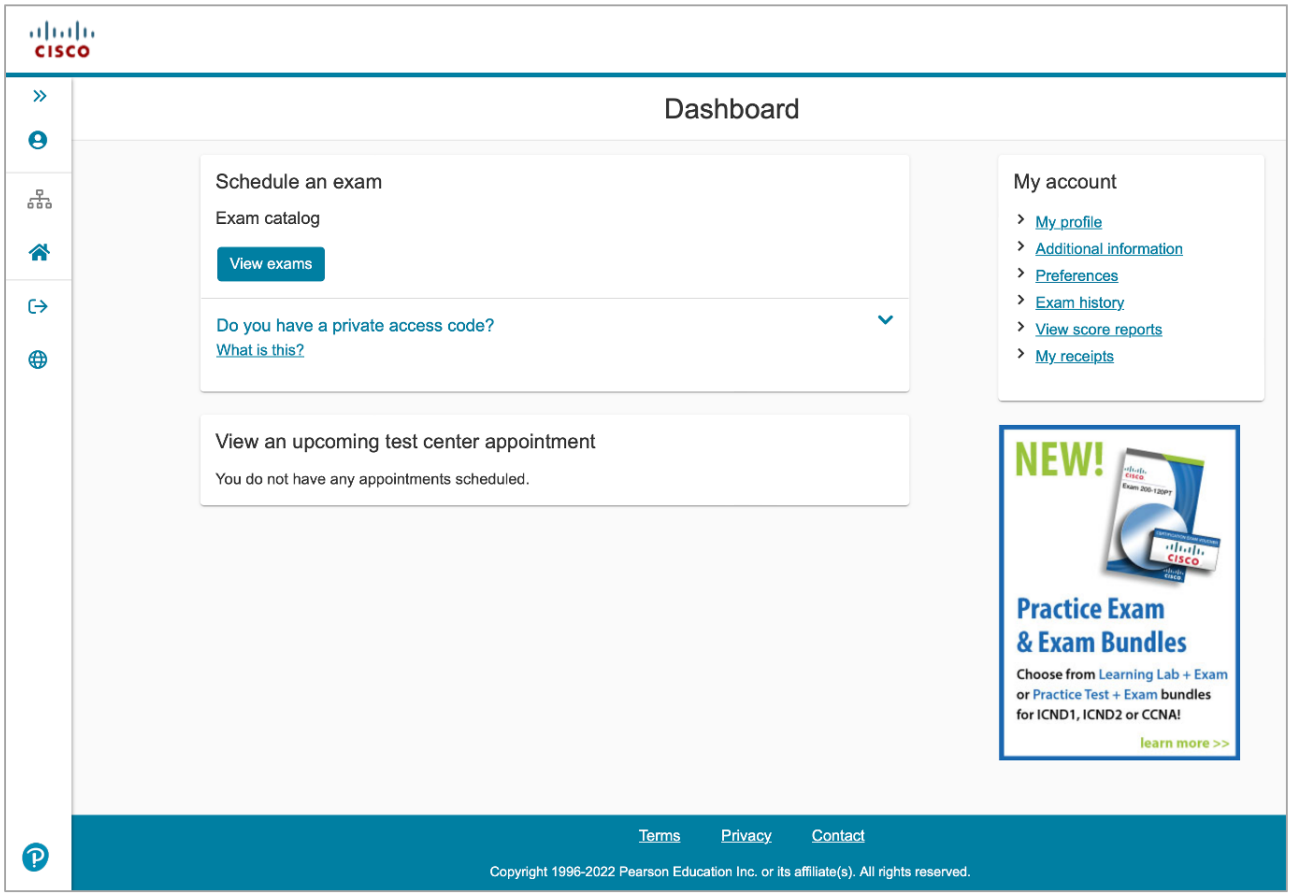
How to Schedule Cisco Certification Exam(s)

1) Click on “View Exams”



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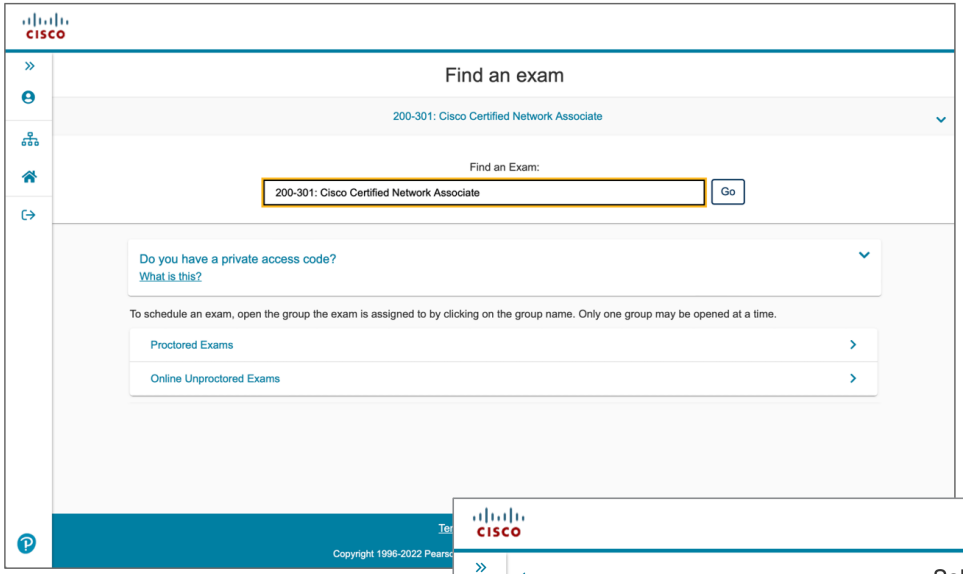
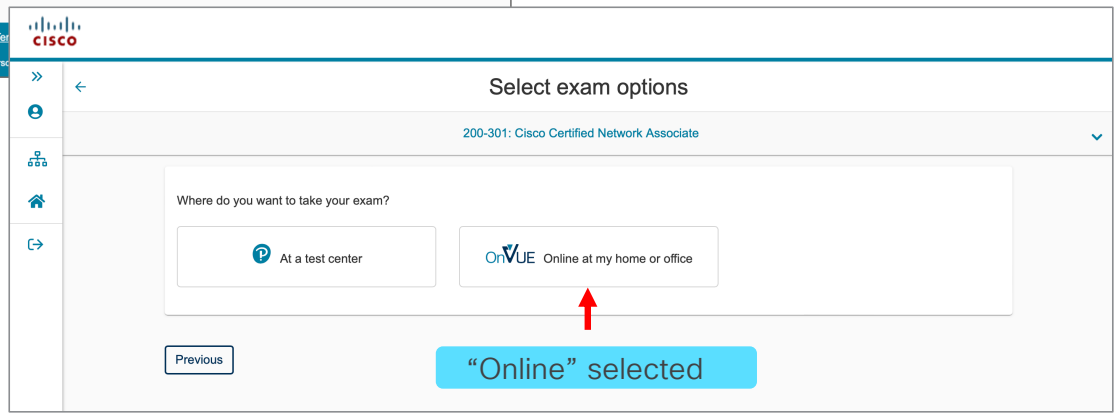
How to Schedule Cisco Certification Exam(s)



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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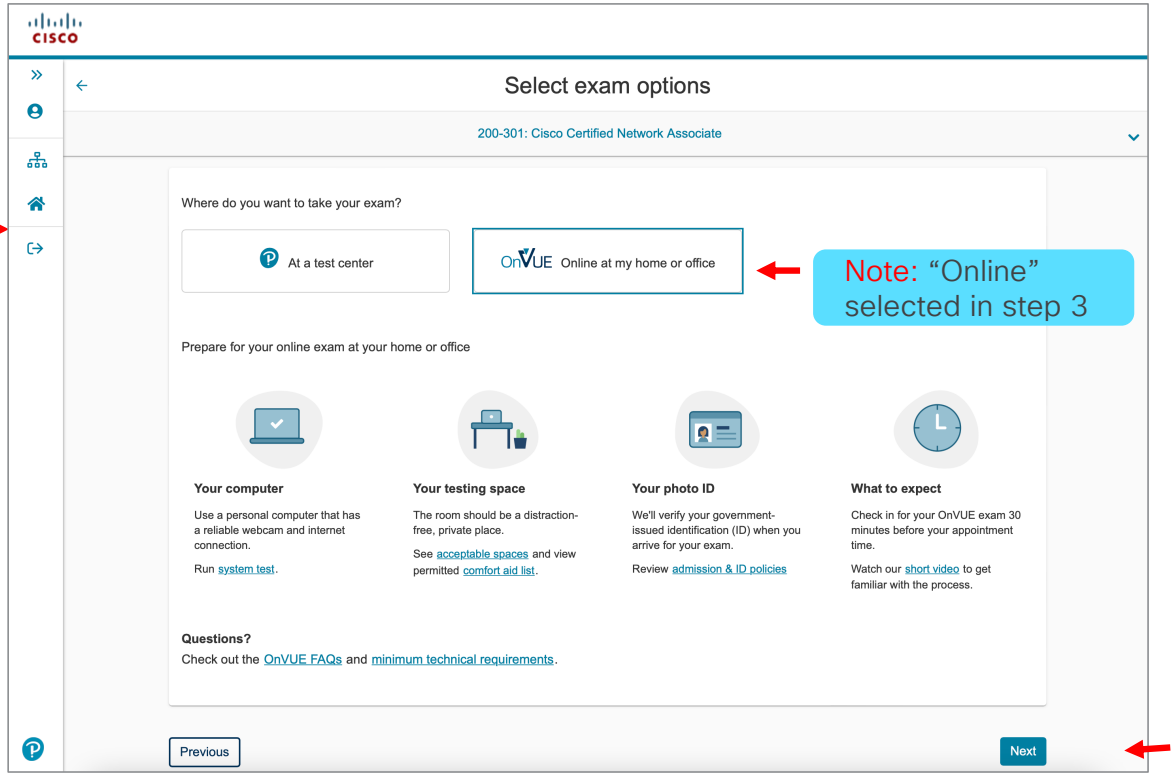
How to Schedule Cisco Certification Exam(s)

4) After selecting where to take your exam.



Note: "Online" selected in step 3

5) Click on "Next"

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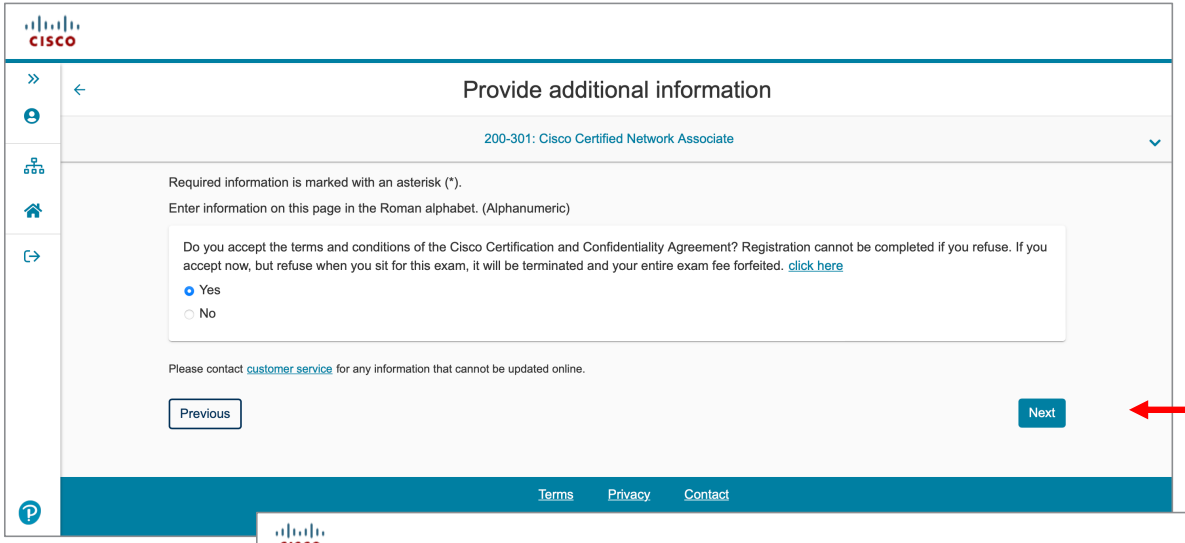
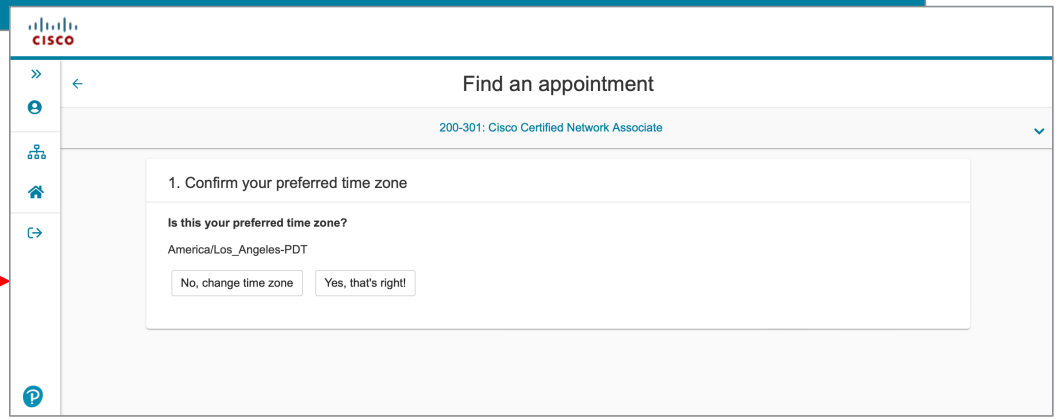
How to Schedule Cisco Certification Exam(s)

6) Accept the “Terms and Conditions”



7) Click on “Next”

8) Confirm preferred “Time Zone”



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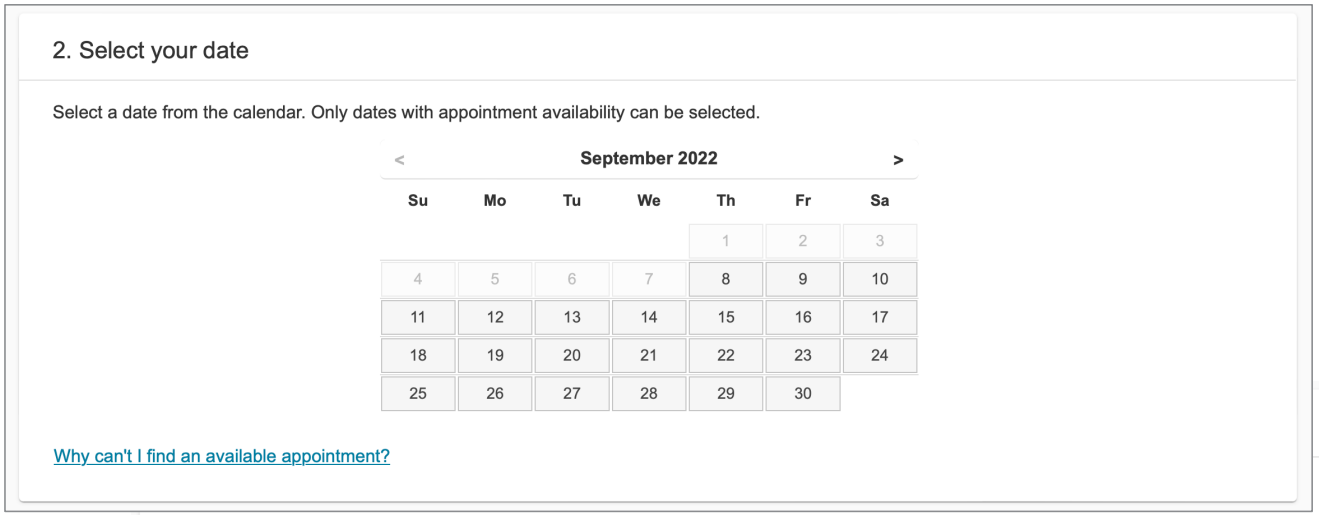
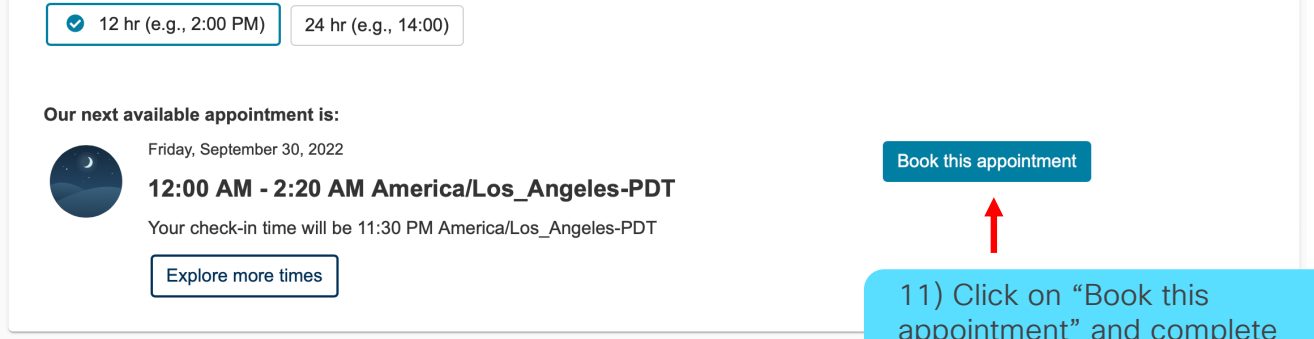
How to Schedule Cisco Certification Exam(s)

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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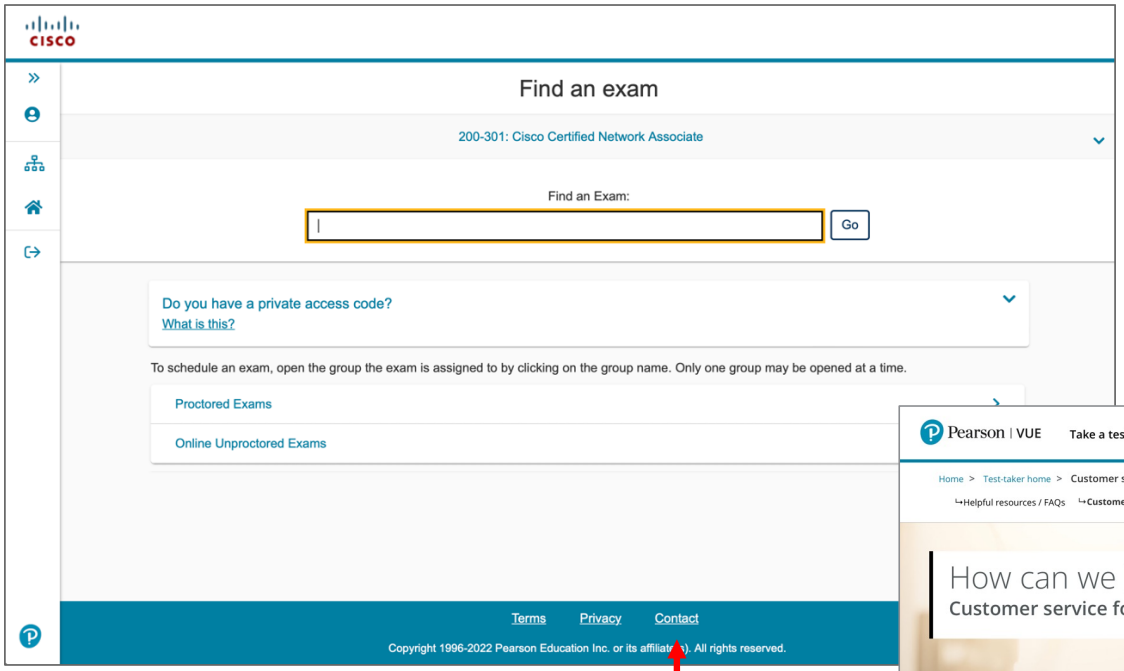
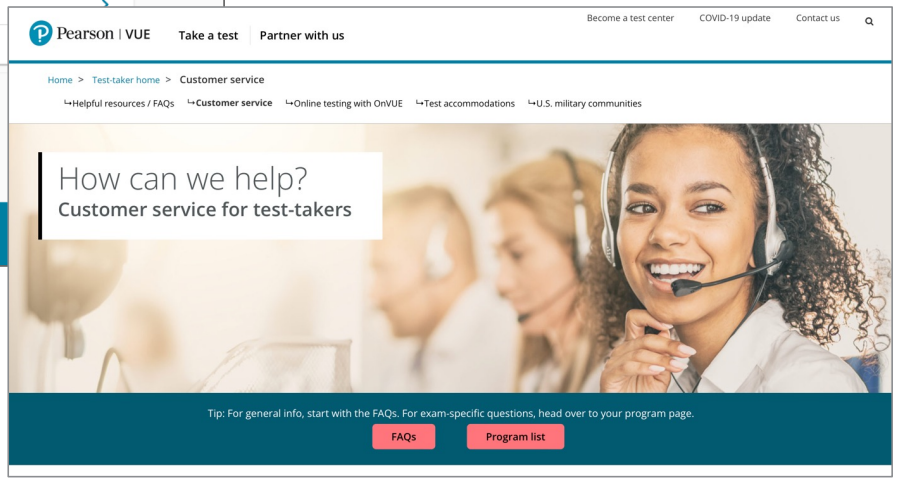
How to Schedule Cisco Certification Exam(s)

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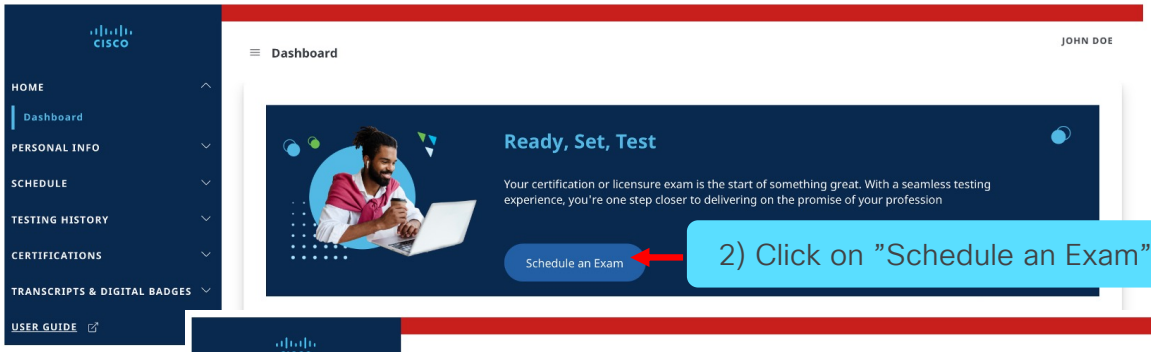
How to Access/Update: Exam Receipt, Score Reports, and Profile Information

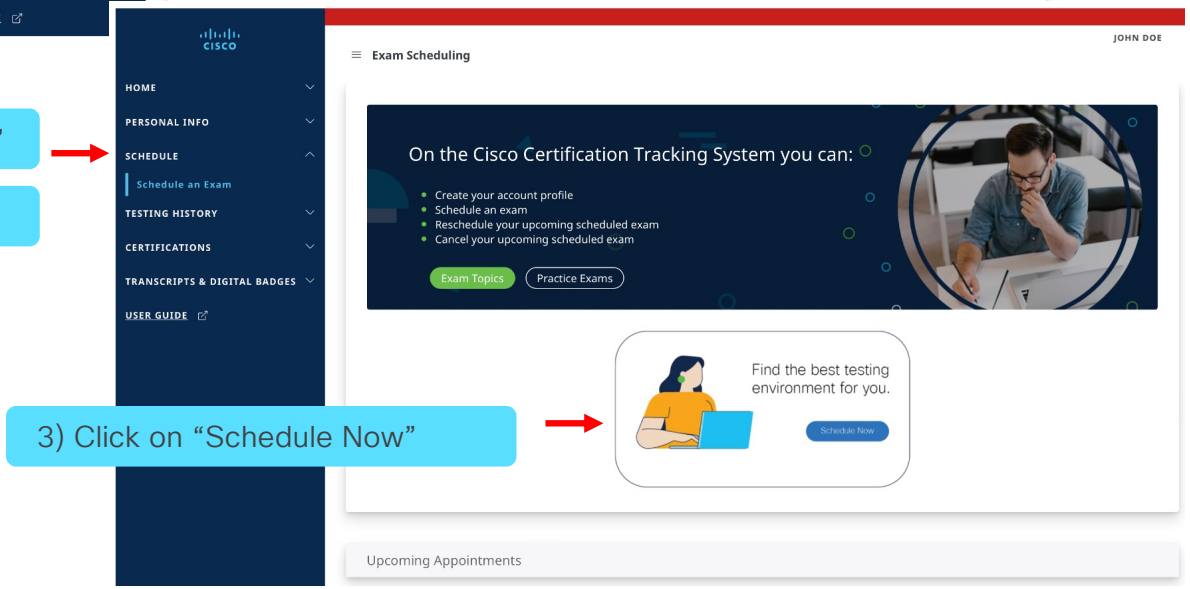
1) **Option 1:** From the “Dashboard”



1) **Option 2**: Click on “Schedule”

2) Click on “Schedule an exam”

3) Click on “Schedule Now”



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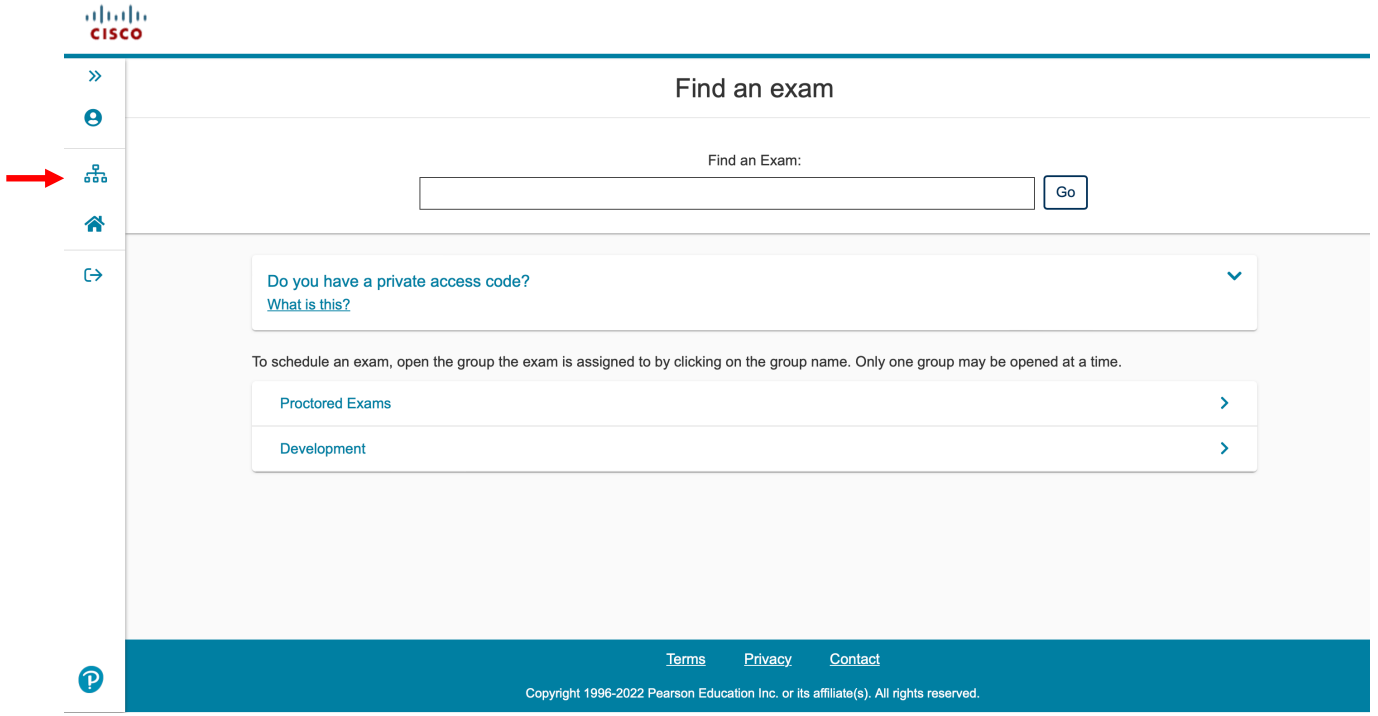
How to Access/Update: Exam Receipt, Score Reports, and Profile Information

1) Click on the “Dashboard Icon”



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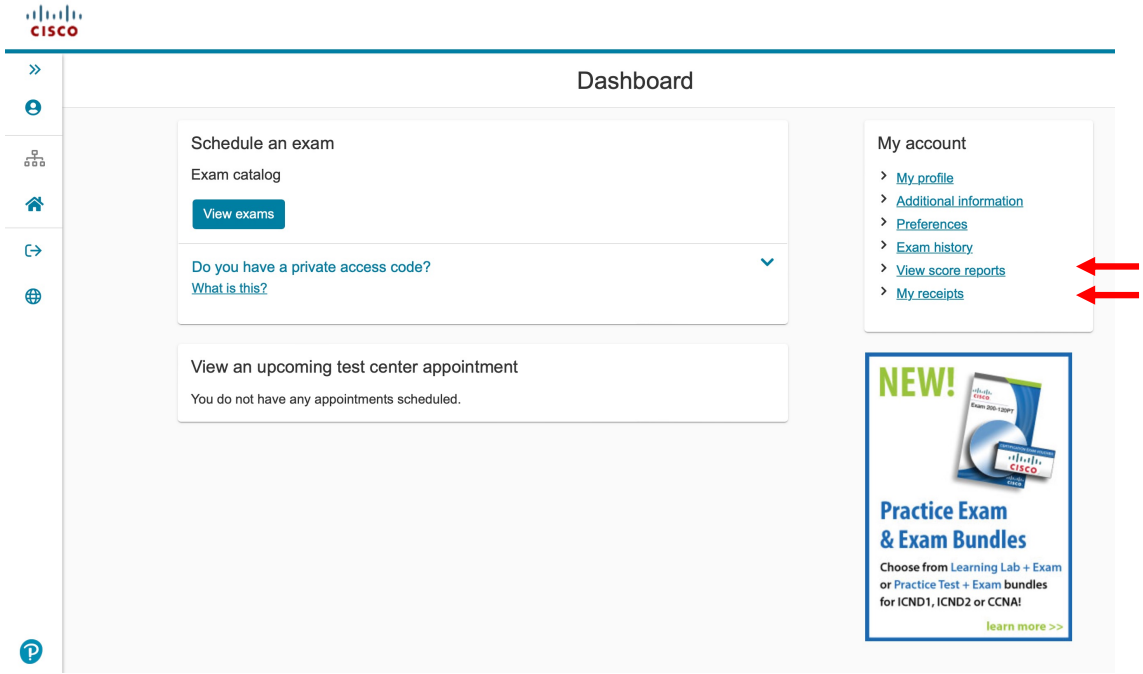
How to Access/Update: Exam Receipt, Score Reports, and Profile Information



2) Click on “Receipts” to access exam receipts or “View score reports”

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