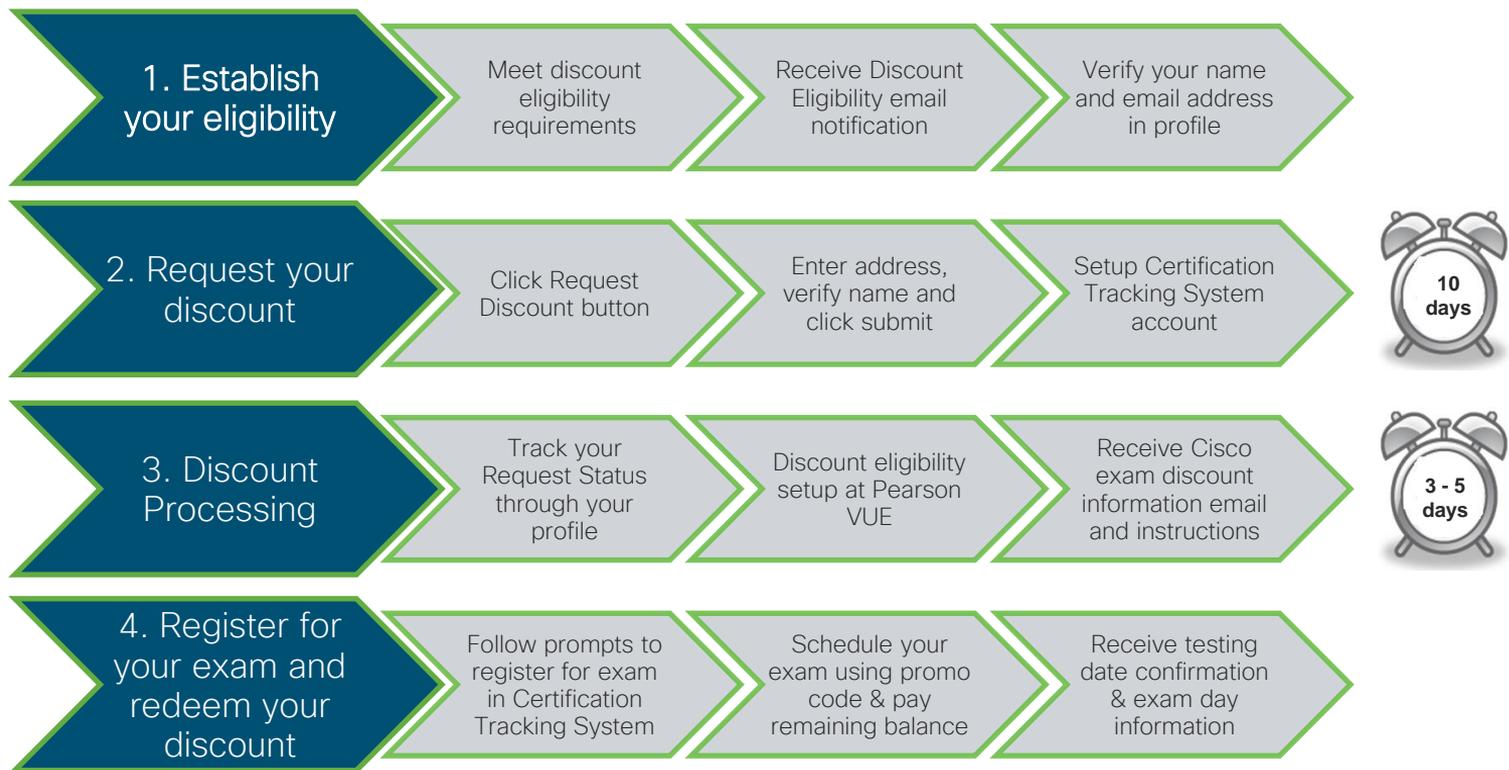


Certification Exam Discount Guide

October 2024



Cisco Certification Exam Discount Process



Tips to Receive Your Discount

- Make sure your name and email address is correct in your NetAcad.com profile **before** requesting your discount. You will need to provide two forms of identification at the test center or online testing. Your name must match exactly a valid form of unexpired, government issued personal ID.
- Exam discounts must be requested by the Request By date and redeemed/used by the Use By date. No extensions or exchanges will be given. To have the full amount of time to use your discount, you should request the discount as soon as it becomes available. To avoid any problems redeeming your discount, we recommend you schedule your certification exam as soon as possible.
- Do not register in the Certification Tracking System until you have received your discount details email which may take up to 5 days.
- If you already have a Certification Tracking System account, enter your email and password to login. **DO NOT** create a duplicate Cisco profile. You must use the same Cisco ID (email address) from the discount email to schedule your exam or the discount will not work.
- If you have never tested at Pearson VUE, you will need to create an account in the Certification Tracking System. Once you have created your account, click the Schedule now button which will take you to Pearson VUE. This step will ensure that your Pearson VUE ID updates in the Certification Tracking System so that your accounts are connected in both systems. You can now register for the certification exam at any test center (regular or private).
- When you register with Certification Tracking System, make sure you enter your account details exactly as they appear on your Certification Exam Discount information email. You will only be able to access the exam discount using the profile associated with the CSCO ID provided in the email.



Please review more information about certification exam discounts in our support virtual assistant.

Verify your details in your profile



Networking Academy | Explore | Search Catalog | Learning | My Learning | EN | ? | Kayla Learner

Welcome, Kayla Johnson
Learner

1 Badges Earned | 1 Courses Completed

Profile | Badges And Certificates | Discounts | Learning History

Basic Information

First Name*	Last Name*	Default Language	Country or Region*
<input type="text" value="Kayla"/>	<input type="text" value="Johnson"/>	<input type="text" value="English (English)"/>	<input type="text" value="United States"/>

Contact Information ?

Email: [Change Email](#)

Tips

- Make sure your name and email address are correct in your Cisco Networking Academy learning platform profile **before** requesting your discount.
- You will need to provide two forms of identification at the test center or online testing. Your name must match exactly a valid form of unexpired, government issued personal ID.

Where do I find my Certification Exam Discount?



Navigation: My Learning | EN | ? | Kayla Learner

My Learning

Let's find a course for you.

We at Skills for All are set out to create a unique and interactive way of learning for you. Unlock your skills and expertise by choosing from our range of career paths precisely designed for you.

[Browse catalog](#)

Latest Achievements [Show all](#)

You're eligible to receive a discount on your CISCO Certification exam.

[View Discounts](#)

COURSE BADGE

CCNA: Enterprise Networking, Security, and Automation

CCNA: Enterprise Networking, Security, and Automation

Claim Badge >

Claim your badge on Credly to share your achievement and show how you earned it.

CERTIFICATE

CCNA: Enterprise Networking, Security, and Automation

CCNA: Enterprise Networking, Security, and Automation



Navigation: My Learning | EN | ? | **Kayla Learner**

Kayla Johnson [Logout](#)

Current Role: Learner | Academy: Skills For All

1 Total Badges Earned | 1 Total Courses Completed

Dashboard

My Learning >

News

For Learners >

Profile

Update Profile >

[Discounts](#) >

Certification Exam Discount Details



Welcome,
Kayla Johnson
Learner

1
Badges Earned

1
Courses Completed

Profile

Badges And Certificates

Discounts

Learning History

Search Discounts



Provider

All

Type

All



ELIGIBLE

58 %

CCNA
COURSE GRANTED

Please request as soon as possible, allow 2 weeks processing time



Request by
9 Nov 2024

Use by
9 Jan 2025

Request Discount

Tips

- Allow 2 weeks processing time.
- Exam discounts must be **requested by the Request By date and redeemed/used by the Use By date.**
- To have the full amount of time to use your discount, you should request the discount as soon as it becomes available.
- To avoid any problems redeeming your discount, we recommend you schedule your certification exam as soon as possible.

Steps to Request & Redeem your Certification Exam Discount

1. Request Certification Exam Discount

Click View Discounts

Click Request Discount button

Legacy Network

Networking
cisco Academy

Explore

Search Catalog

Learning

My Learning

EN

Kayla Learner

Latest Achievements [Show all](#)

You're eligible to receive a discount on your CISCO Certification exam.

[View Discounts](#)

COURSE BADGE
CCNA: Enterprise Networking, Security, and Automation

Claim Badge >

CERTIFICATE
CCNA: Enterprise Networking, Security, and Automation



Networking
cisco Academy

Explore

Search Catalog

Learning

Welcome,
Kayla Johnson
Learner

Profile | Badges And Certificates | **Discounts** | Learning History

Search Discounts

Provider All Type All

Networking
cisco Academy

ELIGIBLE

58 %
CCNA
COURSE GRANTED

Please request as soon as possible, allow 2 weeks processing time

Request by 9 Nov 2024 Use by 9 Jan 2025

[Request Discount](#)

2. Link Certification Tracking System Account

Click I am a new user

Click Create New Account button

Click Sign up link

Request Discount for the CCNA Certification Exam

1

STEP 1

Link your Certification Tracking System (CTS) account

Requesting your certification exam discount requires an existing account in the Certification Tracking System (CTS).

2

I am a new user
Need an account? Click the sign up link to create a CTS account.

I already have an account
Login to CTS account to verify your profile and request your discount.

3

Need an account?
Follow these steps to create a new CTS account.

- 1 Click button below to open the CTS login page in a new tab.
- 2 Locate the **"Sign Up"** option on the login page next to **"Don't have an account?"** and follow the prompts to create your account.
- 3 Upon successful account creation, return here and proceed to login with your CTS account.

[Create New Account](#)

Cancel Next



A new window will open. Click the Don't have an account? [Sign up](#) link to create a new account.

US EN

CISCO

Log in

Email

[Next](#)

[Unlock account?](#)

[Forgot email address?](#)

[Help](#)

[Don't have an account? Sign up](#)

Contact support Privacy Terms & Conditions Cookies Trademarks

3. Create Certification Tracking System Account



US EN

cisco

Create Account

* indicates required field

Email *

Password *

New password must include at least one:

- ✓ Includes 12-60 characters
- ✓ Lowercase letter
- ✓ Uppercase letter
- ✓ Number
- ✓ Special character
- ✓ Not your username

First name *

Last name *

Country or region *

By clicking Register, I confirm that I have read and agree to the [Cisco Online Privacy Statement](#) and the [Cisco Web Site Terms and Conditions](#).

Register

Already have an account?

4. Verify Certification Tracking System Account

Enter verification code sent to email

Click Verify

Setup password recovery if needed



Verify with your email
kj7737248@gmail.com
Haven't received an email? [Send again](#)
We sent an email to k***8@gmail.com. Enter the verification code in the text box.
Enter Code

Verify
[Back to log in](#)



Upon successful verification, Cisco home page will display.

 US EN Hi, Kayla Johnson

[Home](#) [Personal](#) [Security](#) [Settings](#) [Access Management](#)

What would you like to do next?

-  **Partner Self Service**
Associate your account with a partner company or register your company as a partner. [Go to Partner Self Service](#)
-  **Partner Order Services**
Order services through our global network of certified partners. [Go to Order Services](#)
-  **Customer**
Associate your account with a contract number or bill-to ID. [Go to Customer Portal](#)
-  **Cisco Commerce Express (CCE)**
Direct customer ordering - Manage your account, receive quotes, view orders, subscriptions, and invoices. [Go to CCE Portal](#)
-  **Supply Chain**
Apply Supply Chain tools and resources. [Go to Supply Chain Portal](#)
-  **Cisco Community**
Connect with peer and Cisco experts to ask for help and share your expertise. [Go to Cisco Community](#)

5. Login to Certification Tracking System Account



Request Discount for the CCNA Certification Exam

STEP 1
Link your Certification Tracking System (CTS) account

Requesting your certification exam discount requires an existing account in the Certification Tracking System (CTS).

I am a new user
Need an account? Click the sign up link to create a CTS account.

I already have an account
Login to CTS account to verify your profile and request your discount.

Existing CTS account
Please login with your account on Certification Tracking System (CTS) to verify it has a complete profile.

Login to Verify

Upon successful login, we will confirm the completion of your profile and you will be redirected to next step.

- 1 If your profile is complete, you will automatically proceed to the final step.
- 2 If your profile requires updates, you will be guided through the necessary steps upon your return.

Cancel Next

US EN

CISCO

Log in

Email
kj7737248@gmail.com

Next

Unlock account?
Forgot email address?
Help

Don't have an account? Sign up

Contact support Privacy Terms & Conditions Cookies Trademarks

If asked, enter the verification code sent to your email or phone.

6. Complete Certification Tracking System Account Information



Required Information KAYLA JOHNSON ▾

Required Information

1 Mailing Address (Certification fulfillment cannot be sent to P.O. Box)

Country *
United States ✕

Address *
18359 W. Anywhere Ave 21/256

Address (cont.) 0/256

Address (cont.) 0/256

City * State/Province * ✕
Goodyear Arizona 7/256

Zip/Postal Code * Phone *
85338 602-999-1234 12/90

Fax 0/90 This is a Business Address

[UPDATE ADDRESS](#)

7. Complete Certification Tracking System Account Settings



Required Information

- [Viewing Address \(Certification fulfillers cannot be sent to P.O. Box\)](#)
- [Settings](#)

Email Notifications

Would you like to receive email about Cisco training, certifications, services, special offerings, and events?

No

Yes

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 regarding your Certification status to others (see Section 4 "Permitted Disclosures 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 choosing "Yes" you are authorizing your consent to allow such disclosure. Choosing "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.

No

Yes

Cisco Employee

Are you a Cisco employee?

No

Yes

Net Academy Student

Are you a Net Academy student?

No

Yes

Cisco Partner or Reseller

Do you work for a Cisco Partner or Reseller?

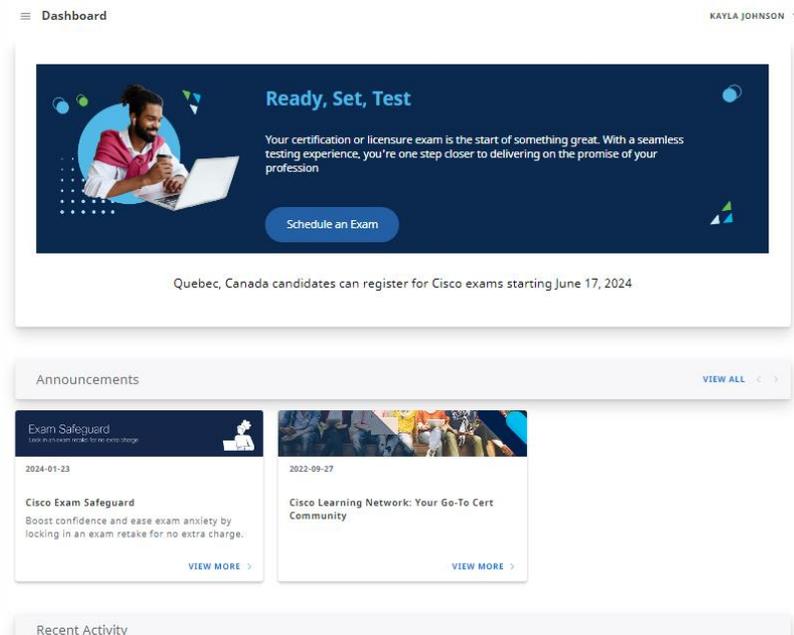
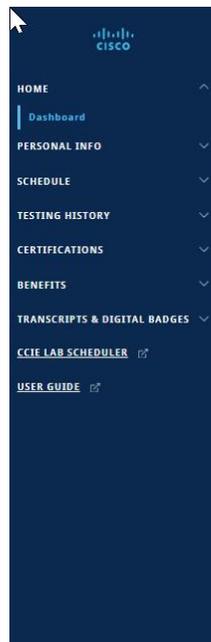
No

Yes

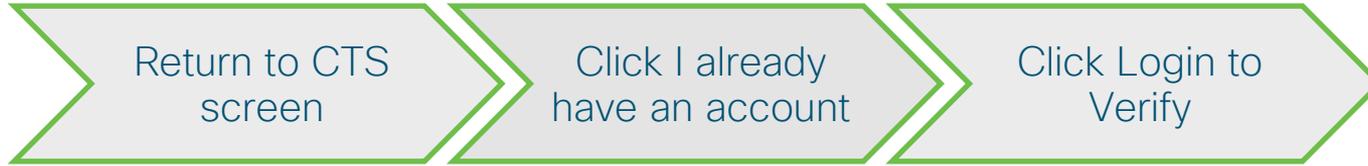
[Update](#)



Once all required fields have been completed, your account is now setup in the Certification Tracking System.



5. Profile Verification



Request Discount for the CCNA Certification Exam

STEP 1
Link your Certification Tracking System (CTS) account

Requesting your certification exam discount requires an existing account in the Certification Tracking System (CTS).

I am a new user
Need an account? Click the sign up link to create a CTS account.

I already have an account
Login to CTS account to verify your profile and request your discount.

Existing CTS account
Please login with your account on Certification Tracking System (CTS) to verify it has a complete profile.

Login to Verify

Upon successful login, we will confirm the completion of your profile and you will be redirected to next step.

- 1 If your profile is complete, you will automatically proceed to the final step.
- 2 If your profile requires updates, you will be guided through the necessary steps upon your return.

Cancel Next



The system will verify that your profile is complete.

Request Discount for the CCNA Certification Exam

STEP 2
Your profile is verified!

Your account on Cisco's Certification Tracking System (CTS) has a complete profile!

Name Kayla Johnson	Email kj737248@gmail.com	CISCO ID 00ufnd139cqaA3881d7	CERTMETRICS ID CSD014879955
-----------------------	-----------------------------	---------------------------------	--------------------------------

Not the correct account? [Click here](#) to associate new account.

Please confirm this is the correct account to use for claiming your discount. If it is not go back to Step 1 to associate the appropriate account.

Before you click the button make sure that you are requesting the discount for the exam you intend to take. No Exchanges can be made.

By submitting this request:

- You confirm legitimate acquisition of this discount voucher (no purchase was made).
- You agree to Cisco's certification exam [discount policies](#) and potential penalties for violating them.

Cancel Previous Submit Request

5. Agree to Terms & Conditions



Request Discount for the CCNA Certification Exam

STEP 2
Your profile is verified!

Your account on Cisco's Certification Tracking System (CTS) has a complete profile!

Name	Email	CISCO ID	CERTMETRICS ID
Kayla Johnson	kj7737248@gmail.com	00ufnu13jrcqwA3RB1d7	CSC014679555

Not the correct account? [Click here](#) to associate new account.

Please confirm this is the correct account to use for claiming your discount. If it is not go back to Step 1 to associate the appropriate account.

Before you click the button make sure that you are requesting the discount for the exam you intend to take. No Exchanges can be made.

By submitting this request:

- You confirm legitimate acquisition of this discount voucher (no purchase was made).
- You agree to Cisco's certification exam **discount policies** and potential penalties for violating them.

Cancel Previous Submit Request

The Submit Request button will activate once you have reviewed the discount policies and clicked both checkboxes.

STEP 2
Your profile is verified!

Name	Email	CISCO ID	CERTMETRICS ID
Kayla Johnson	kj7737248@gmail.com	00ufnu13jrcqwA3RB1d7	CSC014679555

Not the correct account? [Click here](#) to associate new account.

Please confirm this is the correct account to use for claiming your discount. If it is not go back to Step 1 to associate the appropriate account.

Before you click the button make sure that you are requesting the discount for the exam you intend to take. No Exchanges can be made.

By submitting this request:

- You confirm legitimate acquisition of this discount voucher (no purchase was made).
- You agree to Cisco's certification exam **discount policies** and potential penalties for violating them.

Cancel Previous Submit Request

5. Discount Request Submitted



Request Discount for the CCNA Certification Exam

Congratulations!
Your discount request is in!

It is being processed now. Within 10 days you should receive a verification email.

Okay

Finish

Welcome,
Kayla Johnson
Learner

Profile | Badges And Certificates | **Discounts** | Learning History

Search Discounts Provider All Type All

58%
CCNA
COURSE GRANTED

Your request is currently being processed. Please note that processing may require up to 10 days

Request by: 9 Nov 2024 | Use by: 9 Jan 2025 | Request Sent

5. NetAcad Certification Exam Discount Email

Receive Exam
Discount
Information
email

Review Discount
Information

Review Tips

Read
Instructions to
register for your
exam

From: cisco-exam-promotions@cisco.com <cisco-exam-promotions@cisco.com>
Sent: Sunday, October 6, 2024 7:14 PM
To: Kayla Johnson
Subject: Cisco Exam Discount Information



Congratulations! Your discount information is below. You have been authorized to take an exam at a Pearson VUE testing center.

The certification exam discount (promo code) you have received is redeemable only through Pearson VUE. Exam discounts must be redeemed by the expiration date. No extensions or exchanges will be given. Cisco Certification exam program changes, such as exam retirement, may shorten the validity period of the discount.

If you have purchased this discount and are **NOT** a student of the Cisco Networking Academy and instructor listed below. Any resulting Cisco certification may be subject to the cancellation of your exam score, a temporary or permanent ban on future Cisco examinations, and the cancellation of previously earned Cisco certifications.

Instructor Name:
Academy Name:

Discount Holder Information

First Name / Given Name:	Kayla
Last Name / Family Name:	Johnson
Email Address:	***@gmail.com
Cisco ID (CSCD):	CSCD00000000
Cisco Networking Academy ID (Academy Connection):	00000000

Discount Information

Valid Exam: 200-301

Number of Exam Attempts Authorized:	1
Promotion Code:	rwacna580t
Expiration Date:	July 04, 2025

If the details of your discount information are incorrect, or to contact an agent directly open a case with the [Cisco Certification Support team](#).

Tips:

- Exam discounts must be redeemed/used by the Use By date. No extensions or exchanges will be given. To avoid any problems redeeming your discount, we recommend you schedule your certification exam as soon as possible.
- If registering online for the exam, the above information must be entered exactly as shown (Promo Code) into the Pearson VUE registration system.
- You must have a reservation before arriving at the test center. No walk-in testing is permitted. Exam reservations are made on a first-come, first-serve basis. Plan accordingly and make your reservation as early as possible.
- Use your Discount Holder information provided above to schedule your exam. You will only be able to access this exam discount using the profile associated with the CSCD ID provided in this email.
- A price adjustment cannot be made after you have paid for the certification exam. When a discount promo code is properly applied, it will reflect on your payment breakdown and total. We recommend reviewing your payment before submitting to ensure the promo code was applied.
- If your CSCD ID above does not match your Certification Tracking System CSCD ID, you may have duplicate profiles. Please open a case with the [Cisco Certification Support team](#) to merge the duplicate profiles.
- Verify that your name is correct and resolve any discrepancies **before** you arrive at the test center.

Instructions on How to Register for Your Exam

To schedule this exam online, complete the following instructions:

- Go to the [Certification Tracking System](#) and login to your account. You must use the Cisco ID (email address) on this notice to schedule your exam or the discount will not apply.
- Please follow the instructions below to schedule your exam:
 - Click "Schedule" from the left-hand navigation menu
 - Click "Schedule an Exam"
 - Click "Schedule Now"
 - Search the catalog by exam code or exam name to select the exam
 - Follow the instructions for information and select a test center or online testing to schedule the exam
 - In Checkout Step 3 of 5: Enter Payment, click the add Voucher or Promo Code link to enter your Promo Code

After scheduling the exam, you will be sent a confirmation email that includes exam and appointment information, directions to the testing center, instructions on what items and materials to bring, and other pertinent exam details from Pearson VUE. If you're not able to make the necessary adjustments to your scheduled exam through the Certification Tracking System, you will need to reach out to Pearson VUE support.

You can review your exam information and also schedule, reschedule, and cancel exams before the expiration date in your [Certification Tracking System](#) account. If you're not able to make the necessary adjustments to your scheduled exam through the Certification Tracking System, please contact the [Pearson VUE Support Team](#).

Good luck as you continue on your journey toward achieving your Cisco certification!

Best regards,
The Cisco Learning & Certifications Team



6. Login to Certification Tracking System



Go to the [Certification Tracking System](#) to login to your account. You must use the same Cisco ID (email address) from the exam discount information email to schedule your exam or the discount will not apply.

Please view the [Cisco Certification Tracking System User Guide](#) for login instructions.

Note: If the student has never tested at Pearson VUE, they will need to create an account in the Certification Tracking System. Once the student has created their account, they should click the "Schedule Now" button which will open the Pearson VUE site. This step will ensure that their Pearson VUE ID updates in the Certification Tracking System so that their accounts are connected in both systems. The student can then register for the certification exam at any test center (regular or private).

US
EN

cisco

Log in

Email
kj7737248@gmail.com

Next

[Unlock account?](#)
[Forgot email address?](#)
[Help](#)

Don't have an account? [Sign up](#)

[Contact support](#) [Privacy](#) [Terms & Conditions](#) [Cookies](#) [Trademarks](#)

7. Schedule Exam

Click Create a web account

Agree to Privacy Policy Acceptance

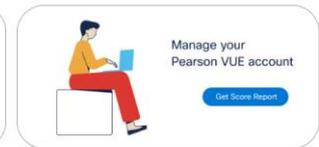
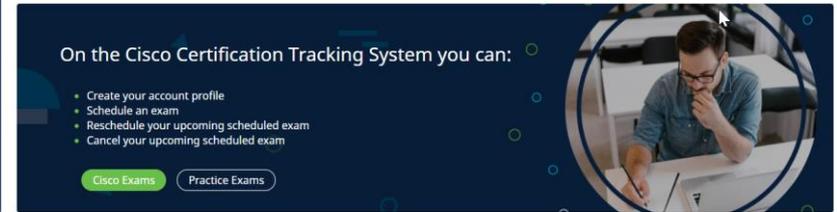
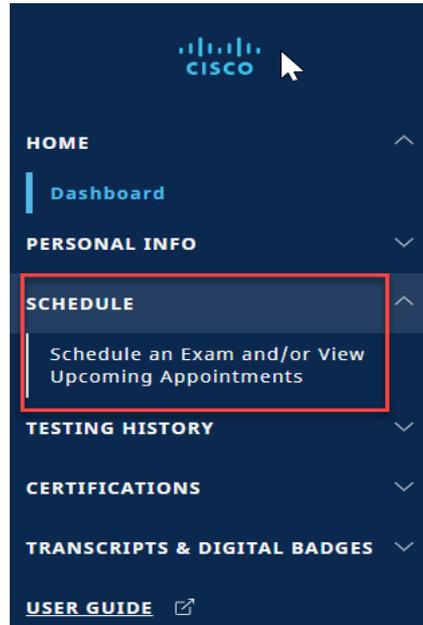
Enter Personal Information

Enter Contact Information

Enter Additional Information

Create Account

1. Click **“Schedule”** on the navigation menu
2. Click **“Schedule an Exam”**
3. Click **“Schedule Now”**
4. Search the catalog by exam code or exam name to select the exam



Exams scheduled prior to September 28, 2022, will not display in the "Upcoming Appointments" section below. Access exam appointments at Pearson by clicking on "Get Score Report"

8. Find exam



Find an exam

Find an Exam:

Do you have a private access code?
[What is this?](#)

To schedule an exam, open the group the exam is assigned to by clicking on the group name. Only one group may be opened at a time.

- Proctored Exams**
- Online Unproctored Exams
- Other Exams

To schedule an exam, open the group the exam is assigned to by clicking on the group name. Only one group may be opened at a time.

< Proctored Exams

- CCNA** >

To schedule an exam, open the group the exam is assigned to by clicking on the group name. Only one group may be opened at a time.

< CCNA

- 200-301**
Cisco Certified Network Associate

 **Tip:** Use the Find an Exam search by entering the exam code or full exam name

9. Schedule Exam through Pearson VUE



Select exam options

200-301: Cisco Certified Network Associate

Where do you want to take your exam?

 At a test center

 Online at my home or office

 **Tip:** Use the Find an Exam search by entering the exam code or full exam name

10. Review Exam & Appointment Details



Cart



Description	Details	Price	Actions
Exam 200-301: Cisco Certified Network Associate Language: English Length: 140 minutes ⓘ Accommodations: None	Appointment Monday, October 10, 2022 Start time: 9:00 AM America/Phoenix - MST Change Appointment Location Gateway Community College GateWay Community College 108 N. 40th Street Phoenix, Arizona 85034 United States Change Test Center	300.00	Remove

9. Add Promo Code



Enter payment and billing

Order Total

Subtotal:	300.00
Estimated Tax:	0.00

ESTIMATED TOTAL DUE: **USD 300.00**

[Add Voucher or Promo Code](#)
[What is this?](#)

Voucher/Promotion Code:

Apply

Note: A price adjustment cannot be made after you have paid for the certification exam. When a discount promo code is properly applied, it will reflect on your payment breakdown and total. We recommend reviewing your payment before submitting to ensure the promo code was applied.

PearsonVUE Error

If you receive the error shown below when entering the promo code at PearsonVUE, please check the following:

Discount validation failed.

Exam: 200-301, May 21 at 9:00 AM

- Candidate is not authorized to receive discount. Please contact Pearson VUE Support Services for further assistance.

Discount validation failed.

Exam: 200-201, Feb 4 at 11:30 AM

- This discount can only be used when a specific client question has been answered. Walter Smith has not answered this question correctly.
- Discount requires a valid Networking Academy Connection ID for the candidate requesting the discount. Contact Networking Academy Support team regarding Networking Academy Connection ID.

1. **NetAcad ID in Pearson VUE Profile:** Validate your Networking Academy ID displays in your Pearson VUE profile by clicking on “Additional Information”. Please open a case with the [Cisco Certification Support team](#) if your NetAcad ID is blank.
2. **Duplicate CSCO IDs:** Open a case with the [Cisco Certification Support team](#) to merge your duplicate CSCO IDs. They will be able to merge the accounts within 3-5 business days.



10. Testing Appointment Confirmation Email



From: PearsonVUEConfirmation@pearson.com <PearsonVUEConfirmation@pearson.com>
Sent: Monday, March 02, 2020 11:40 AM
To: Jane Smith
Subject: Cisco Systems Appointment Confirmation

“PLEASE DO NOT RESPOND TO THIS E-MAIL”

This e-mail contains important information about the exam(s) you scheduled, the location and the rules. Please ensure these details are correct. If any information is not correct, please contact [Pearson VUE](#) immediately.

Appointment Details

Order Number: 0053-4492-9955

Exam:	200-301: Cisco Certified Network Associate - English (ENU)
Candidate:	Jane Smith
Cisco ID:	CSCO1111999
Registration ID:	371471221
Date:	Friday, May 1, 2020
Time:	01:00 PM Mountain Standard Time (Time shown is test center local time.)
Appointment Length (Includes NDA and Tutorial)	110 Minutes
Test Center Location (Directions shown below)	DEVRY UNIVERSITY 2149 W. DUNLAP AVENUE DEVRY STUDENT CENTRAL - 2ND FLOOR MAIN ENTRANCE BY 2 FLAG POLES PHOENIX, ARIZONA 85021 UNITED STATES

Admission Policy

We ask that you arrive at the testing center 15 minutes before your scheduled appointment time so that you have time to complete the necessary sign-in procedures. At all testing centers, Cisco requires the capture of your photograph and digital signature. Please be prepared to show two forms of personal identification. Both must have your signature, and one must be a valid, government-issued picture ID. Expired IDs are not valid.

If you arrive more than 15 minutes late for an exam and are refused admission, you will be responsible for payment of the exam and delivery fees.

All Cisco Certification exams delivered at Pearson VUE test centers are “closed book.” You are not allowed to take books, calculators, PDA’s, or backpacks into the testing center area. All cell phones and pagers must be turned off before storing outside the testing room. The testing center will provide you with a laminated marker board for your use during testing.

Upon exam completion, the proctor will escort you out of the testing room, where you will be asked to surrender your laminated marker board. All candidates will be given a preliminary score report or a beta exam confirmation at the end of the exam. This document includes important information; please keep it for future reference.

Note: Before receiving certification, you must sign the Cisco Certifications Agreement. This can be done electronically at the end of any Cisco exam. To review the Cisco Certifications Agreement before your exam appointment, visit www.cisco.com/web/learning/exams/policies.html.

No personal items may be taken into the testing room. This includes all bags, books not authorized by the sponsor, notes, phones, pagers, watches and wallets.

Reschedule Policy

If you wish to reschedule your exam, you must contact Pearson VUE 24 hours prior to your exam appointment. If you reschedule an exam less than 24 hours in advance, you will forfeit your entire exam fee. Exam fees are also due for no-shows.

Cancellation Policy

If you wish to cancel your exam, you must contact Pearson VUE 24 hours prior to your exam appointment. If you cancel an exam less than 24 hours in advance, you will forfeit your entire exam fee. Exam fees are also due for no-shows.

Additional Information

Please note that your “appointment length” may include time for non-scored sections such as surveys or tutorials. The appointment length does not necessarily reflect the total amount of time allotted for the actual exam. The majority of Cisco exam appointments include an additional 15 to 20 minutes for surveys and tutorials.

Once passed, a candidate must wait a minimum of 180 days before taking the same exam with an identical exam number. Candidates may only take a beta exam once. Candidates who fail an exam must wait a period of five (5) calendar days, beginning the day after the failed attempt, to retake the exam. For example, if a candidate tests on Tuesday, he or she may test again no sooner than the following Monday. For more information on Cisco’s exam policies, visit www.cisco.com/web/learning/exams/policies.html.

As a Cisco test taker, you deserve a fair and secure testing experience. Please report any suspicious behavior that you observe to [Cisco Certification Exam Security Customer Portal](#). Examples of such behavior include receiving help or copying from another test taker, taking a test for someone else, copying or disclosing exam content, or using notes or unauthorized aids. Thank you for your assistance in helping to prevent and detect unfair test practices.

Age Requirements and Policies Concerning Minors

Minors are individuals between 13-17 years of age who, with parental or legal guardian consent, may take tests and if passed, receive certification. For any person participating in a location that requires by law a lower minimum age for entry into such programs, then the minimum age limit for that person will be the stated minimum required age. Cisco reserves the right to impose additional restrictions to comply with local data protection laws.

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Sincerely,

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NetAcad Certification Exam Discount Eligibility Criteria

To qualify for a NetAcad Certification Exam Discount, Networking Academy students must meet the following criteria:

For CCNA v7 Enterprise Networking, Security, and Automation, CyberOps Associate, and DevNet Associate



NetAcad Certification Exam Discount Policies

Discount Availability Period

Discounts must be requested within **the limited validity period**. To use this discount, you must go through and complete the discount request process and take the exam before the expiration date. **You must request, use your discount and take your exam before the request by and use by dates.**

- NetAcad Certification Exam Discounts may not be sold or transferred. They are for the sole use of Networking Academy students and instructors who have met the eligibility criteria outlined by Cisco Networking Academy.
- Individuals or Cisco affiliated partners who use NetAcad Certification Exam Discounts or promotional codes that are fraudulent or otherwise obtained from an unauthorized source (including legitimate discounts for attempted re-use) may risk up to and including a lifetime ban on all future exams, the nullification of all previous certifications or other program sanctions at the discretion of Cisco.
- Cisco will not compensate candidates for fraudulent discounts or discounts obtained from an unauthorized source.
- Networking Academy Community Member (Student, Instructors, Instructor Trainers and Administrators) who are found to be involved in NetAcad Certification Exam Discounts fraud risk their deactivation from Networking Academy and the deactivation of their Academy from Cisco Networking Academy without notice.
- Exam discounts must be used in the same region where you completed your Networking Academy training.
- Exam discounts must be requested by the Request By date and redeemed/used by the Use By date. No extensions or exchanges will be given.
- Cisco cannot make changes to discount requests after they have been submitted.
- The NetAcad Certification Exam Discount is valid for one use only. Students who fail the certification exam will not be issued a second exam discount.
- NetAcad Certification Exam Discounts are subject to change and from time-to-time validity periods and exam prices also change. These changes occur without notice. Please request and redeem your discount in a timely manner to avoid being affected by any changes.
- Qualifying students that met eligibility requirements are only eligible for one NetAcad Certification Exam Discount per certification exam, i.e. CCNA.
- A price adjustment cannot be made after you have paid for the certification exam. When a discount promo code is properly applied, it will reflect on your payment breakdown and total. We recommend reviewing your payment before submitting to ensure the promo code was applied.

Discount eligibility indicates success with a Network Academy course. It does not guarantee a passing score in the Certification exam. Cisco encourages you to prepare well for the Certification Exam to maximize your chances of passing.

