



College of DuPage - Cisco Certification and Voucher Program Frequently Asked Questions

* What Cisco certification is available in the Voucher Program?

The Cisco Certifications with their test numbers and tests titles:

CCNA Certification

- 640-802 CCNA (\$250 without the discount)
- OR
- 640-822 ICND1 and 640-816 ICND2 (\$125 each without the discount)

The discount vouchers cover about 70% of exam costs. .

* Other certification exam available through Cisco but do not have discount voucher?

CCNP Certification (No discount voucher is available for this certification)

- 642-902 ROUTE
- 642-813 SWITCH
- 642-832 TSHOOT

CCNA Security Certification (No discount voucher is available for this certification)

CCNA Voice Certification (No discount voucher is available for this certification)

* How can I qualify to receive a voucher?

In order for Students to receive a request for the ICND1, ICND2, and the CCNA vouchers, Students must complete all four courses of the CCNA Exploration curriculum and receive a score of 75 percent or higher on their **first** attempt of the final exam for the final CCNA Exploration course: 'Accessing the WAN'.

Qualifying Students will automatically receive a Voucher Request link(s) within 48 hours **after the Instructor passes the Student from the class**. The links will appear as below on the Student Home page:

- Request for ICND1 Voucher
- Request for ICND2 Voucher
- Request for CCNA Composite Voucher



All Students will have the opportunity to receive all three Discount Voucher request links but will not have the ability to obtain all three Discount Vouchers. Students may request the Discount Vouchers the following ways:

- Students may request the ICND1 and the ICND2 Discount Vouchers
- Students may request the ICND1 and the CCNA Composite Discount Vouchers
- Students may request the CCNA Composite Discount Voucher

The following notification appears when Students begin to request their discount voucher. Please remind Students to read all notifications very carefully before they make their voucher requests.

- Vouchers must be used in the same region where they completed their Academy training.
- Absolutely no exchanges, refunds, or extensions will be granted.
- Vouchers must be used by the expiration date.
- Please confirm the discount amount with the testing center PRIOR to taking the exam.
- We WILL NOT reimburse Students or Instructor for the voucher.
- Cisco CANNOT make changes to voucher requests after they have been submitted.

* How do I request a voucher?

To request a Discount Voucher, please follow the steps listed below:

1. Login to the Academy Connection site at <http://www.cisco.com/web/learning/netacad/index.html>
2. Click on the 'Request for CCNA Voucher link located in the 'Career Development' or 'Professional Development' section of your Home Page
3. Before you request a Voucher please read the information located on the 'Request a Voucher page
4. Choose the Country
5. Choose the Testing Center
6. Click 'Submit'

Please Note: After completing the voucher eligibility requirements, the link that allows Students and Instructors the ability to request a discount voucher may take up to 48 hours to appear. If you are not eligible to receive a discount voucher for a particular curriculum, you will not receive the 'Request a voucher link.

After completing the request, you may review your discount voucher information in your profile. The details are accessible by clicking on the 'My Profile' link at the top of your Home Page and scrolling down to the voucher Information.

This voucher is not subject to any assignment and is not transferable. Qualified participants are those who meet all requisite criteria, as set forth at Cisco Networking Academy vouchers.

* Who should I contact if I have questions about the Cisco discount vouchers?



If you have further questions about Cisco vouchers at Cisco Networking Academy Vouchers, contact **CiscoNetAcadVouchers@cisco.com**,

OR

Computers & Internetworking Technologies
College of Du Page
(chento@cod.edu)
630-942-2537

*** How do I register and schedule a test?**

You may register directly at a VUE Testing Center, on-line, 24 hours a day at www.vue.com, or you may call VUE's Call Center toll-free at 1-877-404-EXAM (3926). Candidates must know their voucher number at the time of registration, as this is the only form of payment accepted for the Program.