My Cisco
Frequently Asked Questions

1. **What is My Cisco?**
   My Cisco gives you a portable, customable view of your favorite information on Cisco.com.

2. **How can I access My Cisco?**
   There are two ways to access My Cisco:

   - **My Cisco pulldown** at the top right of Cisco.com pages (NOTE: This pulldown is not available on some non-U.S. sites or on the homepage): The pulldown allows for a quick view into My Cisco, which is available throughout the site.
   - **My Cisco workspace:** The workspace is a full-page view that allows for more in-depth interaction and review of information. You can get to the workspace through a link in the My Cisco pulldown or by bookmarking this link: www.cisco.com/cisco/psn/web/workspace

3. **What is the My Cisco pulldown?**
   The pulldown is a quick view into My Cisco which you can customise and carry with you throughout Cisco.com. It is available in the top right of most Cisco.com pages. It is not available on many non-U.S. Cisco sites or on the Cisco.com homepage at this time.

4. **What is the My Cisco workspace?**
   The workspace is a more in-depth and interactive view of your information. The workspace is a full page of My Cisco modules, which can be customised to meet your needs.

   You can get to the workspace by opening the My Cisco pulldown (at the top-right of most Cisco.com pages) and clicking "**Go to Workspace**", or by following links placed throughout various Cisco.com site areas including:

   Partner Central
   Support (coming soon)
   Ordering (coming soon)

   The direct link is: www.cisco.com/cisco/psn/web/workspace

5. **What is the My Cisco catalogue?**
   The My Cisco catalogue is a collection of modules that can be added to create your customised view of My Cisco.

6. **What is a module?**
   My Cisco represents a collection of modules. A My Cisco module is a small box that can be placed on different parts of the page, and contains information ranging from web content to data pulled from Cisco databases.

My Cisco offers two destinations for modules today: the My Cisco pulldown, and the My Cisco workspace. The workspace allows for a full-width view of the information in the module, whereas the pulldown is a carry-along panel that allows for a smaller, quick view into the information.

7. **I just logged in to My Cisco workspace for the first time, how can I customize it?**
   The first time you use My Cisco workspace, you will be taken through the "Catalogue" where you can add modules.

   The second time you log in, you will be taken directly to your workspace with your modules displayed.

8. **Does My Cisco access require multiple logins, or can I use a single login?**
   My Cisco can provide access to the modules and their underlying source applications through a single login.

9. **There is no data in my module. What is happening?**
   You may not see data in a module because:
   - No data is available to be displayed. You can confirm this by clicking the link to the application in the upper right side of the module. NOTE: The Discount and Rebates module displays only the current program plus one prior phase.
   - Cisco application service is unavailable. You will need to try again later.
   - The source application for this module requires user to be subscribed. To subscribe to the application, use the link provided in the message.
   - Java Script is not enabled on your browser; make sure that you have Java Script enabled and try again.

10. **Why can't I see all the modules?**
    In the My Cisco Catalogue, you will only see modules which you are entitled to see.

    Here are a few ways that Cisco defines your level of entitlement:
    - Partner, customers, and registered users see different modules in the catalogue
    - Users with access/subscription to existing services or applications viewed via the modules will be able to see those modules in the catalogue.

    If you are interested in viewing a module that you have heard about, but do not see in the catalogue, please contact support.

11. In which order are modules presented?
In the My Cisco Catalogue, modules are listed alphabetically by name. In the pulldown and workspace, you can drag and drop modules to specify your preferred viewing order.

12. How do I change information that I see in a My Cisco module?
Information presented in My Cisco modules is obtained from underlying Cisco applications. You may update the information by clicking on information in the module or by going to the source application. A link to the application is located at the top right of most modules.

13. When I rename a module in the My Cisco pulldown, why doesn't the name get reflected on the Module page or on the workspace?
Module renaming functionality is available only in the My Cisco pulldown. The Catalogue page and modules on the workspace will show the original title in your selected language.

14. In how many languages is My Cisco available?
My Cisco workspace is currently available in 16 languages. The My Cisco pulldown is currently only available in English.

15. Will I be able to see additional modules in My Cisco?
New modules are continuously being developed by the My Cisco team and will be made available in future releases. New modules will be announced at the top of the catalogue.

If you have an idea for a new module, please send it to us.

16. How frequently is the data pulled from the source application?
Every time a site visitor loads My Cisco, the data in each module is pulled from the source application in real time.

17. Can I customise my view of My Cisco?
You can add and delete modules, as well as sort them in any order by dragging and dropping them on the page. To remove a module, click on the "X" on the top right of each module.

18. How can I add or delete modules?
From the My Cisco Catalogue, you can add a module by clicking on the "Add Module" button. If the module is available in both workspace and pulldown destinations, you will be offered a choice to choose one destination or both. After adding the module, a confirmation message will appear. You can always delete the module by clicking on "X" in the top right of that module on the My Cisco pulldown or workspace.

19. Which browsers are supported by My Cisco?

For the best experience on Cisco.com, we recommend the following browsers:

* IE 6.0, 7.0 and 8.0
* Firefox 1.5 and up

While all other browsers are unsupported, best efforts will be made to implement the highest level of support we can for browsers even if they are not on the list above.

20. How do I provide any suggestions or feedback?

Let us know how we can improve your productivity in doing business with Cisco by providing your comments through the "Feedback" link available at the bottom of Cisco.com or by clicking here:
http://tools.cisco.com/cdc/feedbk/public/FeedbackAction.cdcfdb

21. When I click on Export, why does an error message comes up using Firefox?

Firefox users must manually select the Excel application to pull a report in this format the first time they are clicking on "Export". Subsequent reports will come up automatically.

Partner-Specific Frequently Asked Questions (FAQs)

1. How do I select a partner name?

Partner employees will only see data for their own company so they do not have the ability to select another partner name. Partner administrators can select from a drop-down list in each module that shows one partner company at a time. Picking a name from the drop-down will apply the selection for all modules that are company-based. User ID-based modules do not have a selection box and show all data for a user ID which could include more than one Partner Company in the case of Partner administrators.

2. I am a partner administrator, but I do not see all the partner companies for which I am an administrator in the drop-down list.

Your user ID must be associated with a partner company as a partner administrator in the Partner Self Service (PSS) tool. The drop-down list is based on the PSS tool's Partner Admin to Partner Company mapping.

3. As a partner administrator, when I choose another partner company from the drop-down list, the data in some of the modules does not change.

Some modules display data based on the partner company, and others display data based on the user who is logged in. The following modules are based on the partner company and will change when a new partner company is chosen from the list: Company Contacts, Customer Satisfaction, Certification and Specializations, and Available Promotions. The following modules are based on the user who is logged in: Deals & Quotes, Program Enrollments, Discounts & Rebates, Partner News, Event Calendar, and Training (NOTE: This module is shown only for partners).

4. In the Discounts & Rebates module, who among the partners is entitled to see the information? Can this access be restricted? Who would enact these restrictions?

The partner administrator within the partner company designates who can view the Partner Program View (PPV) and Partner Program Intelligence reports, which are the source of the Discounts & Rebates module data. Every partner company has an administrator who can grant or revoke access for other partner contacts. My Cisco workspace verifies that the user has access to PPV and then displays or hides the Discounts & Rebates module accordingly.

5. In the Training module, can partners see the expiration dates of learning credits?

The module shows only current enrollments for each partner, not learning credits. To view learning credits, click the direct link to the Partner Education Connection (PEC) application.

6. In the Certifications & Specializations module, is there a way for partners to see/track a holistic view of all certifications and specializations and which employees are being used to meet those requirements?

Yes. This information can be viewed on the “Specialization” tab of the module.

7. In the Certifications & Specializations module, can users see the status of exams for each employee (for example, whether they have one in process)? Or does it just show when their certifications expire?

The module does not show status of exams, but it shows when certifications expire.

8. In the Certifications & Specializations module, why are some certified individual fields blank?

This could indicate that the partner was previously awarded this specialization but is now noncompliant. If one partner employee leaves, the partner admin would need to assign someone new to that job role to maintain compliance.

9. In the Available Promotions module, which promotions are shown?

The module show all available promotions based on partner location, transaction date, sales path, certifications, specializations, authorizations, BEGEO ID, registered partner, and buy method. STI- and contract-based promotions are not shown. To verify the eligibility of a promotion for a deal, click on the Cisco Commerce Workspace link.

10. Is there a way to allow partners to have a "parking space" in My Cisco for helpful links they use on a regular basis?

Since February 2010, My Cisco offers a bookmark module to serve this purpose.

11. In the Recent Service Requests module, if an end customer opens a Cisco Technical Assistance Center (TAC) service request, how will a partner be notified?

If the partner is a contact in the service request (is associated with the service contract), he or she will have access to the service request and it will be shown on the module.

12. In the Customer Satisfaction module, how can I see data from previous quarters?

To view data from previous quarters, visit the Partner Access Online (PAL) tool which is linked to this module through single sign-on.

13. In the Partner Event Calendar module, why is my module showing no event?

Partner Event Calendar requires a subscription. Please go to the source application link to register. As of February 2010, 130 countries are supported. If your country is not yet supported, you will not be able to create a profile.

14. In Partner News module, what is the difference between "Partner News" and "Worldwide News"

Based on the profile created by the user, Partner News will show news for the user's country in own language. Worldwide news is not profile-dependent. It shows general news from Cisco headquarters in English and is applicable to all partners.

15. In the Company Contacts module, does the application column refer to those employees who have access?

No, this refers to the admins for those applications. The list is not based on who can or cannot access these applications.