



**Cisco Worldwide Channels
Certification and Specialization Application
User Guide
September 2005**



Certification and Specialization Application User Guide

Cisco Worldwide Channels

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About this Guide

The Certification and Specialization Application (CSApp) User Guide provides detailed information about how to use the Tool. It is designed as a reference guide and includes instructions on how to apply for Cisco Certification and Specializations.

What You Will Find in This User Guide

- Overview of CSApp
- Explanation of common functionality and navigation
- Instructions on applying for Certification
- Instructions on using the Specialization Planner
- Instructions on applying for Specializations

Certification and Specialization(s) Application

CSApp is a tool that allows companies to apply for Cisco Certification and Specialization(s).

CSApp includes of five Modules

- Select Geography
- Certification Application
- Specialization Planner
- Specialization Application
- Administrative Tasks

Chapter 1 - Access

In order to access CSApp, please ensure you have the completed the following steps:

- Obtain a Cisco.com user ID
- Register your company through Partner Registration
- Ensure you are associated to a company that is registered with Cisco

To obtain Cisco.com user ID, please proceed to <http://tools.cisco.com/RPF/register/register.do>

To register your company, please use the Partner Registration tool <http://tools.cisco.com/WWChannels/IPA/welcome.do>

To associate yourself with a company, please use the Partner Self Service Tool at <http://tools.cisco.com/WWChannels/GETLOG/login.do>



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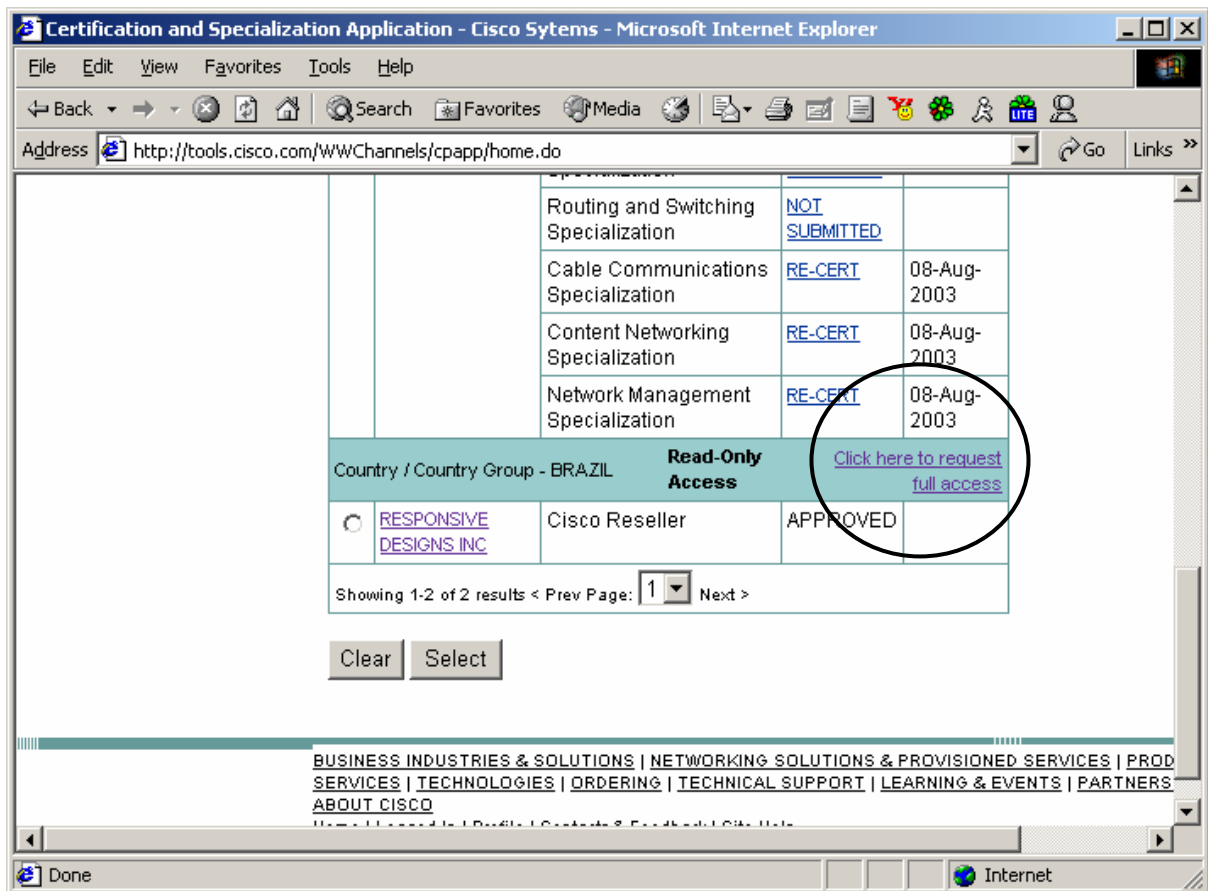
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After you have met the pre-requisite requirements, you can begin using CSApp.

Certification and Specialization Application supports two levels of access:

- Read-only access (default)
- Author (read-write) access

You may request the read-write access from **Partner Self Service** tool, or by clicking on the “Click here to request full access” link on the “Select Geography” page.



Chapter 2 – Navigation

To navigate among the various modules of the CSApp, you will first need to select the geography on the default CSApp screen.

Select Geography:

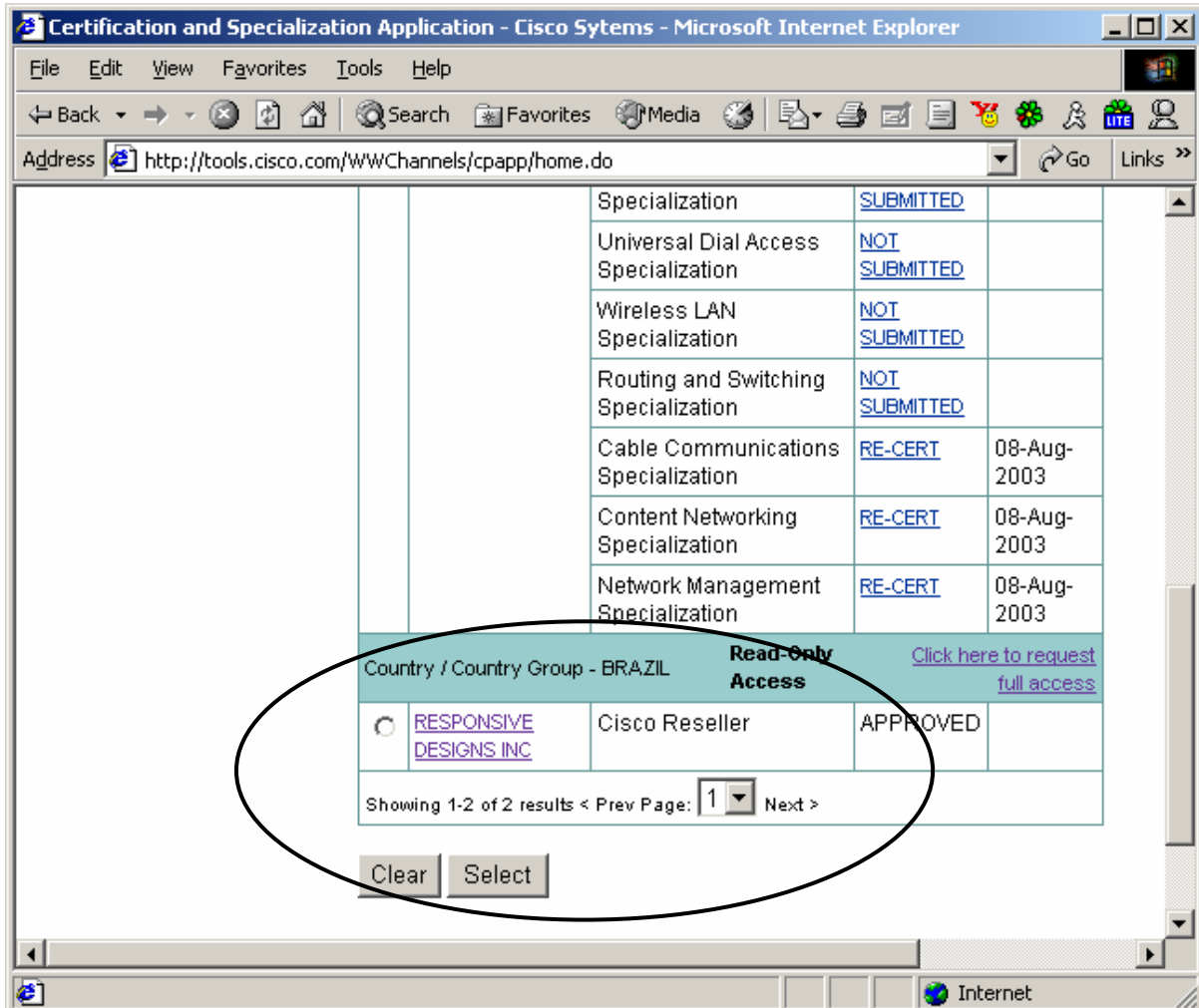
You may select the geography by clicking on the radio button next to the geographic territory that you are working with and pressing the “Select” button.



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At any time, you may change your selection by selecting another geographic territory or by clicking the “Cancel” button.



Common Navigation:

Navigation Between Modules

After you select your geography, you can navigate between different pages of the tool by clicking on the large tabs on top of your screen.

The following tabs will be available to you:

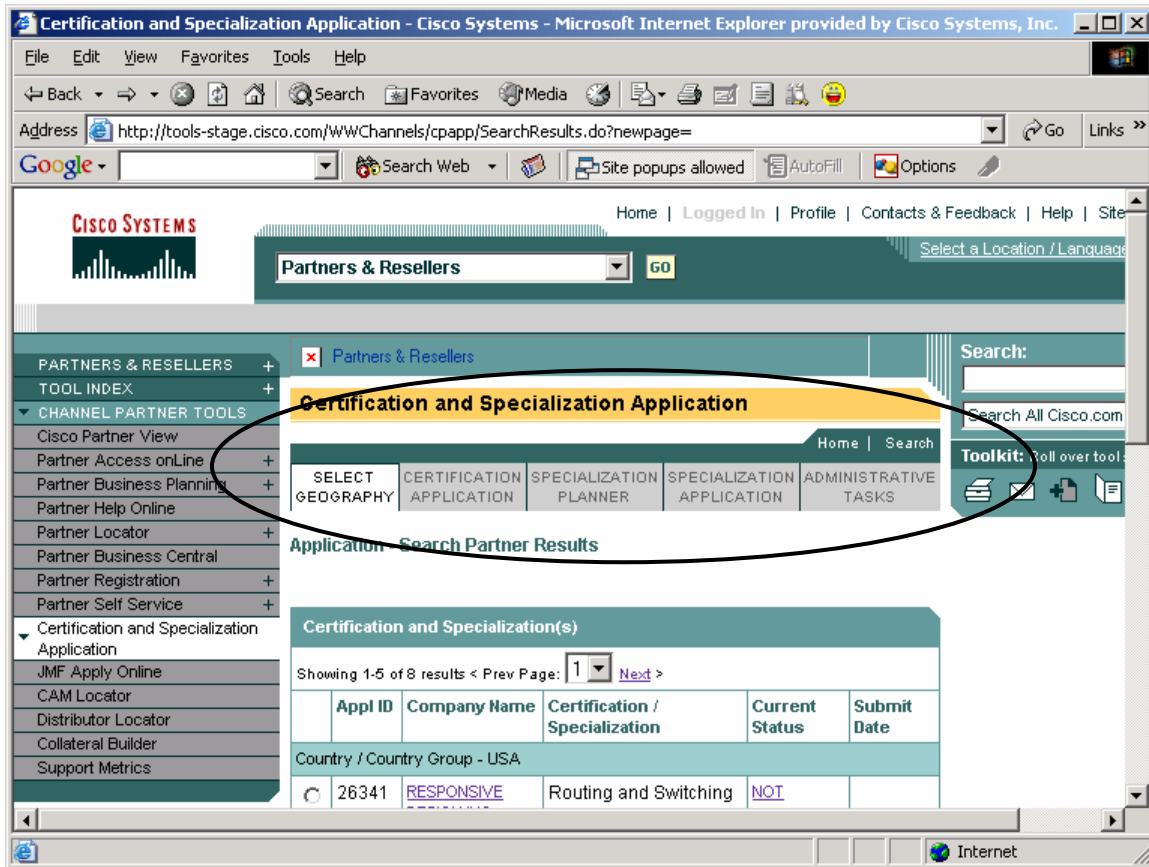
- “Select Geography” – to change your geography selection
- “Certification Application” – to apply for Cisco Certification
- “Specialization Planner” – to review individual job role requirement progress towards a specialization
- “Specialization Application” – to apply for Cisco Specialization



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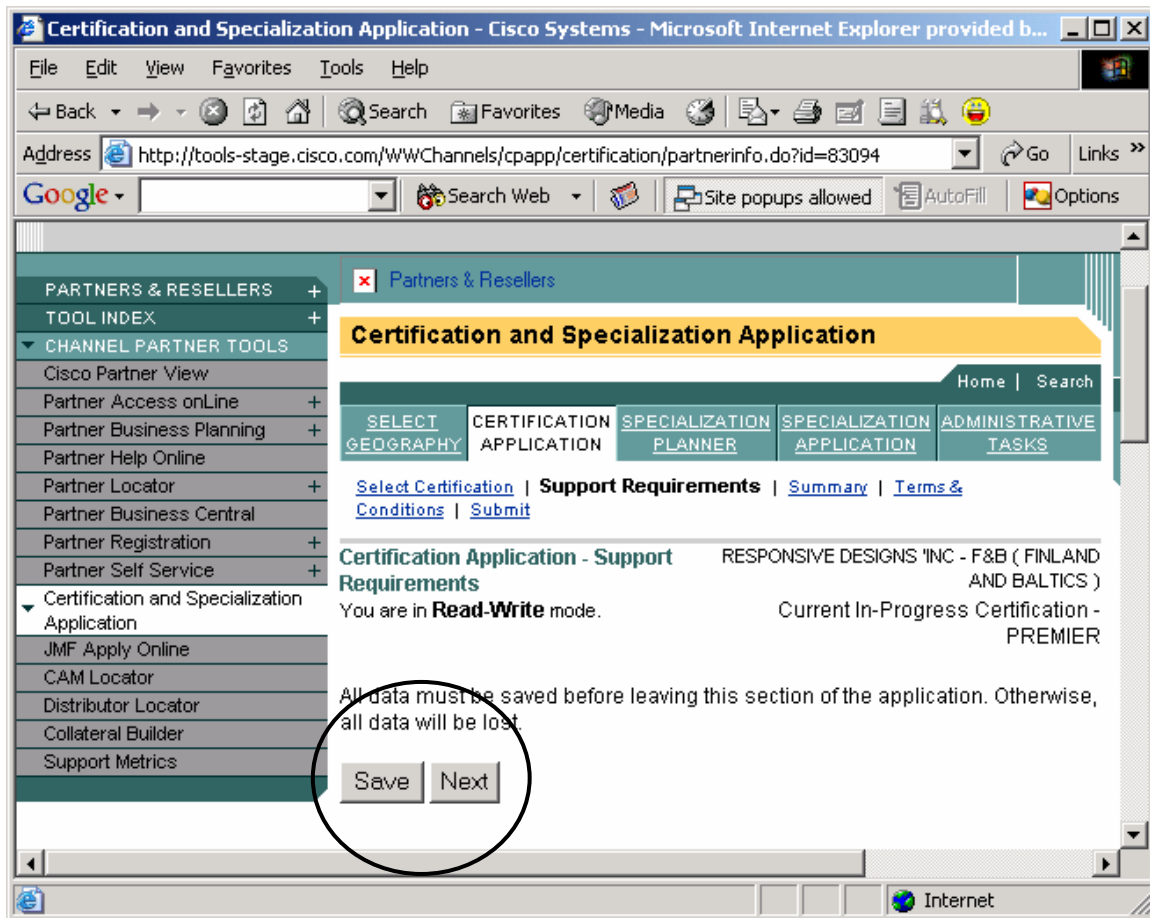
“Administrative Tasks” – to locate contacts and upload documents



Navigation Inside Modules

Once inside the module, you may switch between the pages by clicking the “Next” and “Back” buttons. The buttons will automatically take you to the next or previous tasks and save your data.

You may also switch between different pages by pressing on the corresponding task name below the module names.



Please make sure to save any entered data by clicking “Save” button before selecting another task.

As with many other Web applications, we do not encourage clicking on the “Back” button in the browser, as information may fail to load properly. On the pages on which you want to return to a previous page, click the “Back” button in the application.

The number of options that are available to you may depend upon the type of access that you have to Certification and Specialization Application. For more details on types of access, see Chapter 1.

Chapter 3 – “Select Geography” Module

The “Select Geography” module is accessible by pressing the “Select Geography” bar on top of the screen.

This module provides a quick view of the basic information Cisco maintains about your company’s Certification and Specialization status.



The following tasks can be accomplished through the “Select Geography” module:

- Select country/country group
- Review of company details
- Review Certification and Specialization Application status
- Review your renewal dates
- Review your current access privileges
- Apply for read-write access

Chapter 4 – “Certification Application” Module

The “Certification Application” module is accessible by pressing the “Certification Application” bar on top of the screen.

The “Certification Application” module consists of the following tasks:

- Select Certification
- Support Requirements
- Summary
- Terms and Conditions
- Submit

While all tasks will be visible to different types of users, the following access restrictions will apply:

CSApp read-only users can accomplish the following tasks through the “Certification Application” module:

- Review existing Certification status
- Review pending Certification

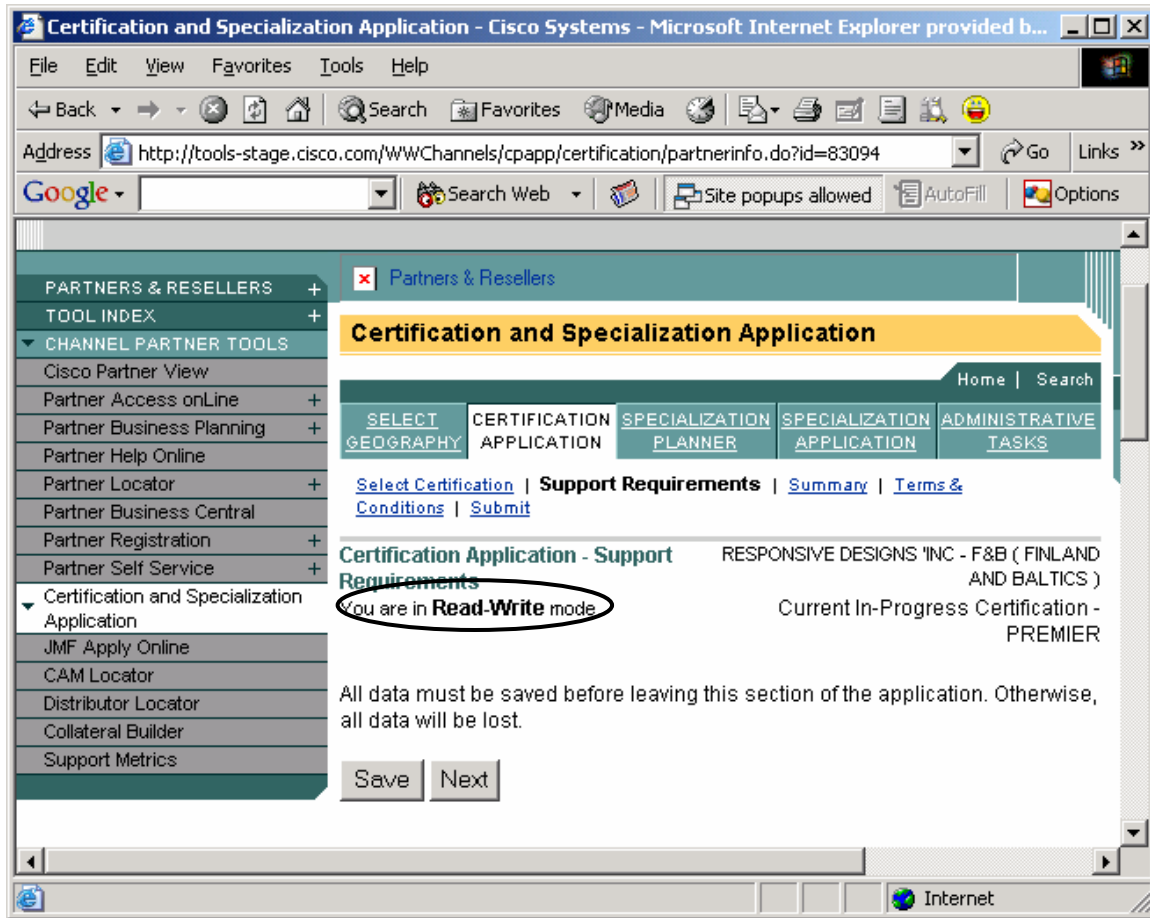
CSApp authors can accomplish the following tasks through the “Certification Application” module:

- Review existing Certification status
- Review pending Certification
- Remove pending Certification
- Apply for a new Certification, or continue to work on pending application

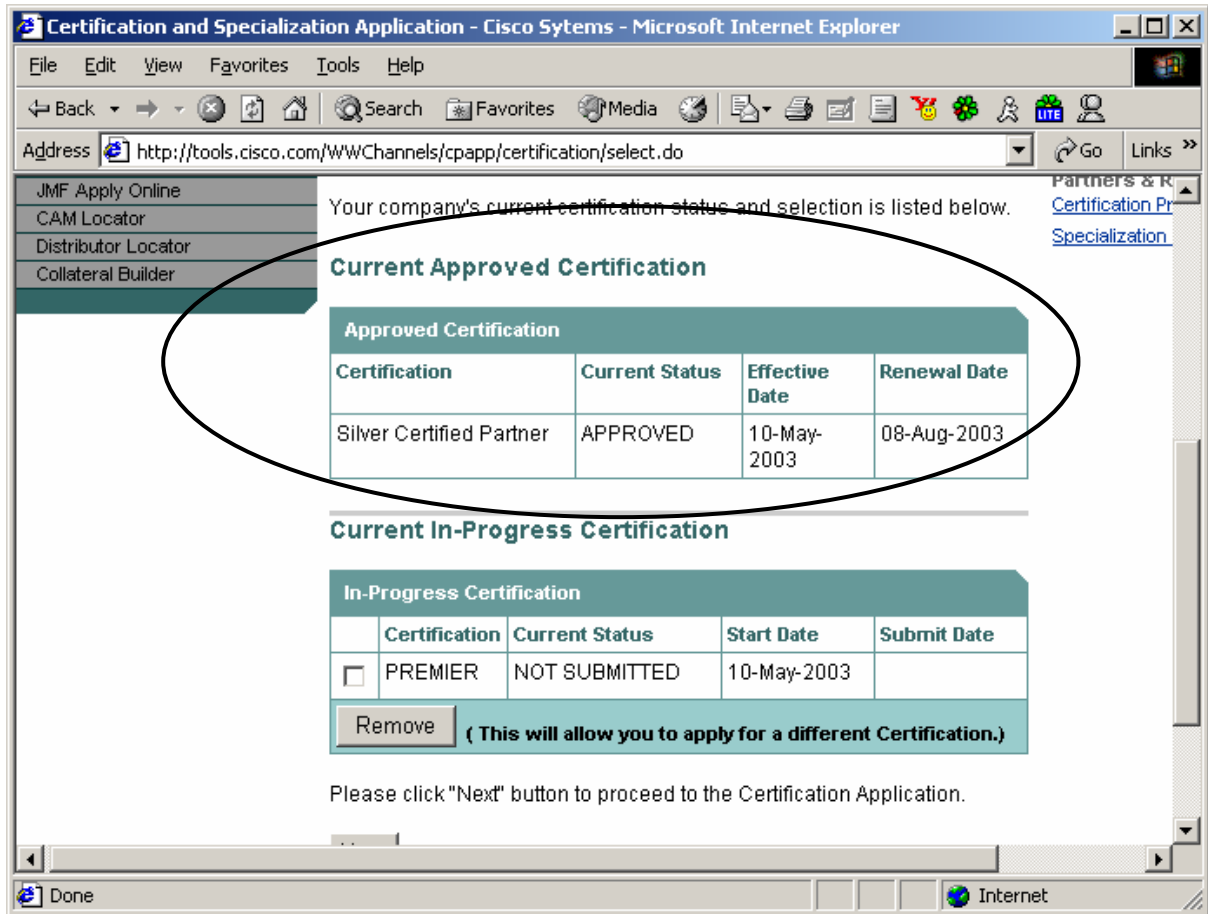


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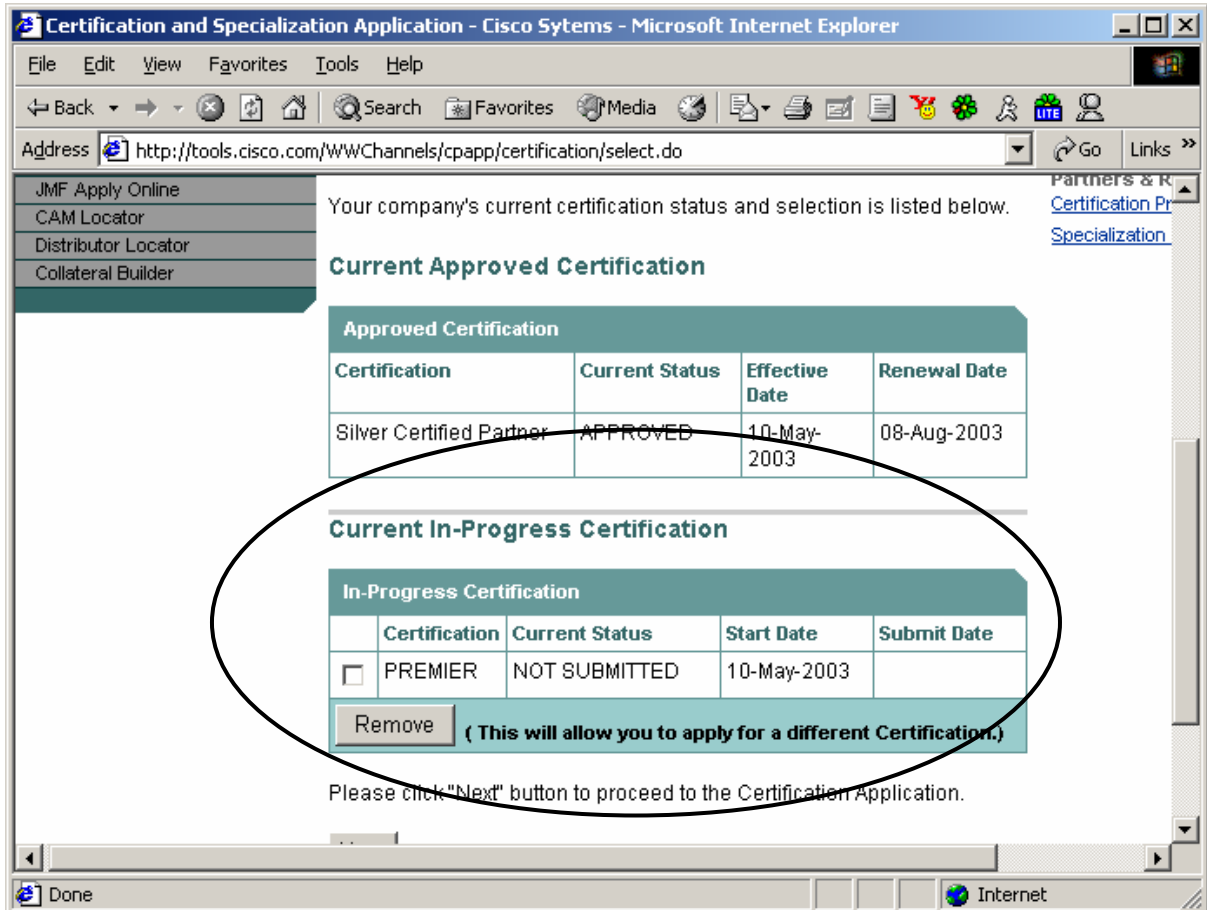


Your current user status will be always displayed in the upper left corner.



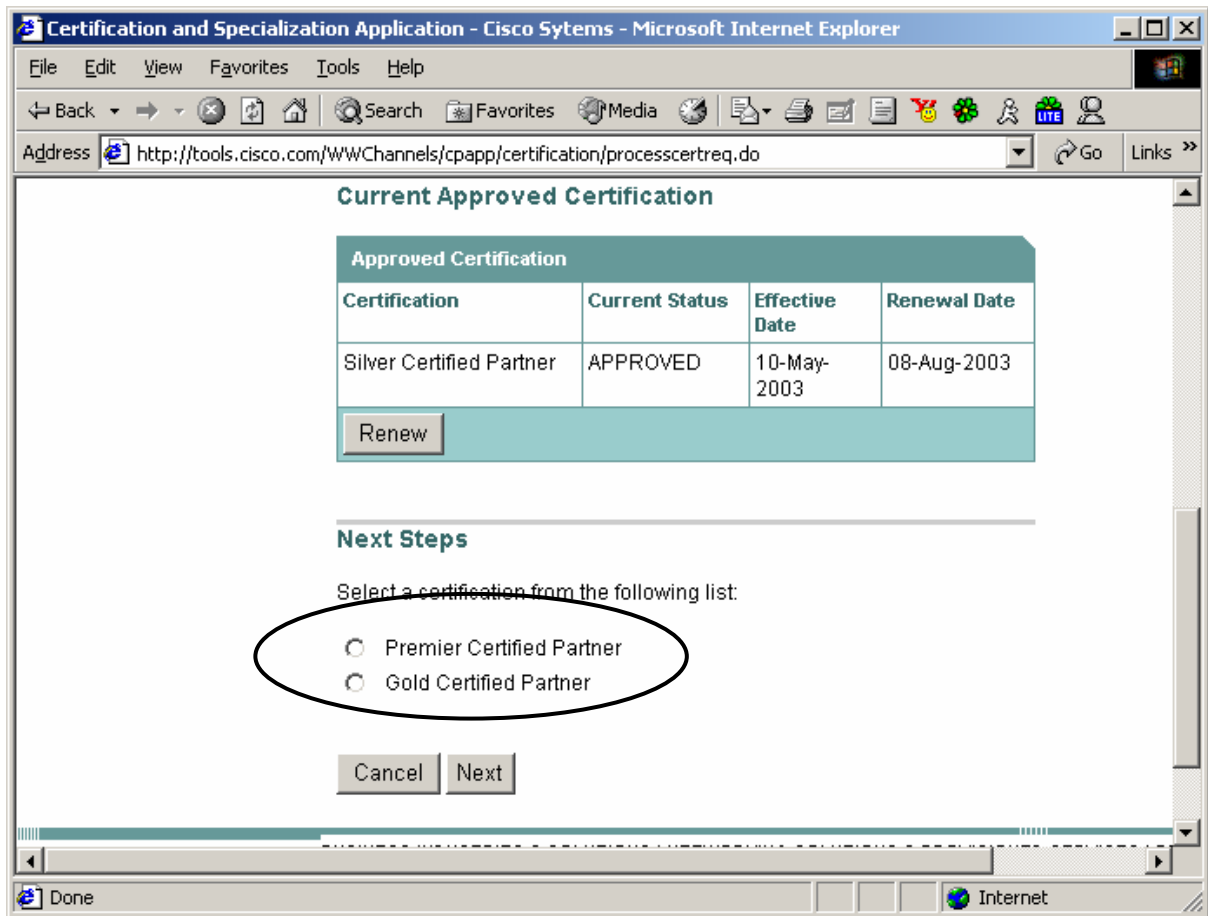
Reviewing Current Certification Status:

If you have an existing Certification, it will be displayed on the screen, along with effective and renewal dates.



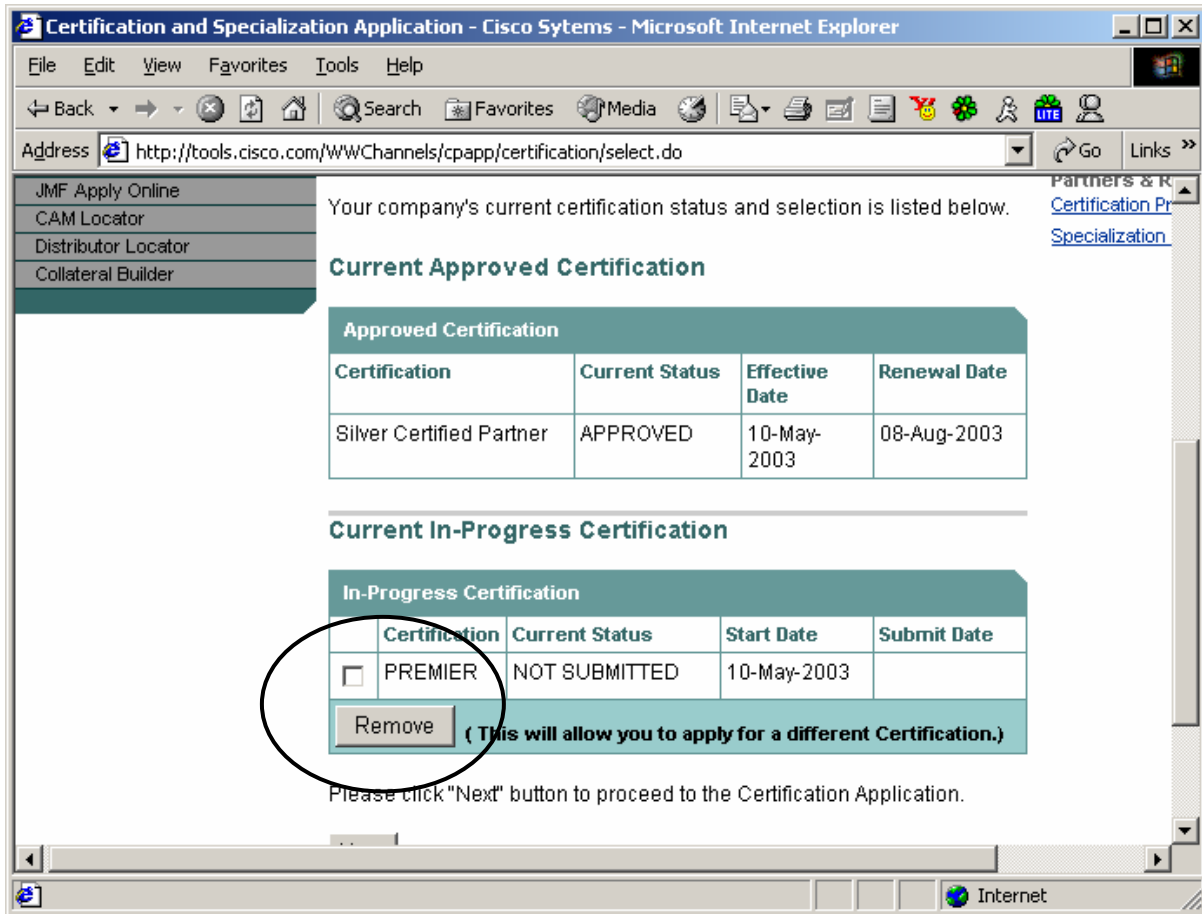
Review Pending Certification:

If you have a pending Certification, it will be displayed on the screen, along with the status and start date.



Apply for a New Certification:

To apply for a new Certification, click the Certification level that you are applying for on the "Select Certification" page.



If you currently have a pending Certification and would like to apply for a different Certification level, remove the pending application first. You can remove any pending application by selecting the box next to its name and clicking on the “Remove” button.

Once the desired Certification level is selected, CSApp will take you through the application workflow.

First, you will need to answer the questions on the “Support Requirements” page. Once you have answered the questions, click “Next” to proceed to the “Summary” page.

Summary Page:

The information on displayed on the “Summary” page will allow you to determine if you qualify for the selected Certification.

Any missing information will be highlighted on top of the screen. If you missed some of the required questions, click on “Back” and provide the answers on the previous (“Support Requirements”) page.



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The “Summary” page will also provide you with the following information:

- Individual requirements allocation and outline
- Points requirements allocation and outline
- Support requirement answers

Once you are sure that you have met all the requirements and no warnings are displayed on the screen, you may proceed to the “Terms and Conditions” page by clicking “Next.”

Terms and Conditions Page:

On this page, you can review the terms and conditions and take further action.

You may accept the terms and conditions by clicking on the “I Accept” button, which will bring you to the submission screen.

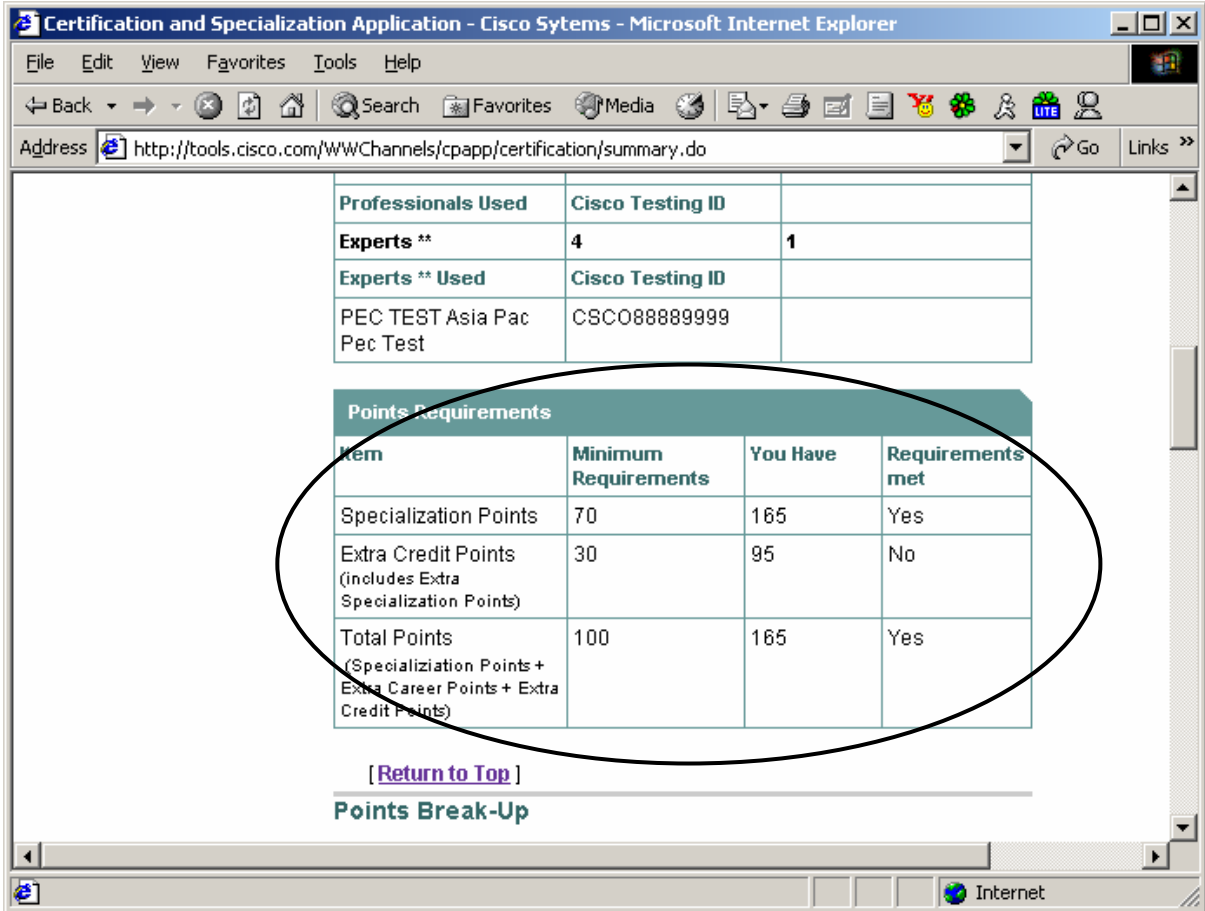
You may decline the terms and conditions by clicking on the “I Do Not Accept” button, which will prevent the submission of your application.

If the terms and conditions were submitted before, the date of acceptance, as well as the username of the accepting party, will be displayed. No further action on your part will be necessary. Please click “Next” to proceed to the submission screen.

Submit Page:

The “Submit” page will analyze your application against the following items:

- Acceptance of Terms and Conditions
- Individual Requirements
- Points Requirements
- Support Requirements
- Other Required Information



The screenshot shows a web browser window titled "Certification and Specialization Application - Cisco Systems - Microsoft Internet Explorer". The address bar shows the URL: <http://tools.cisco.com/WWChannels/cpapp/certification/summary.do>. The main content area displays a summary of the application status.

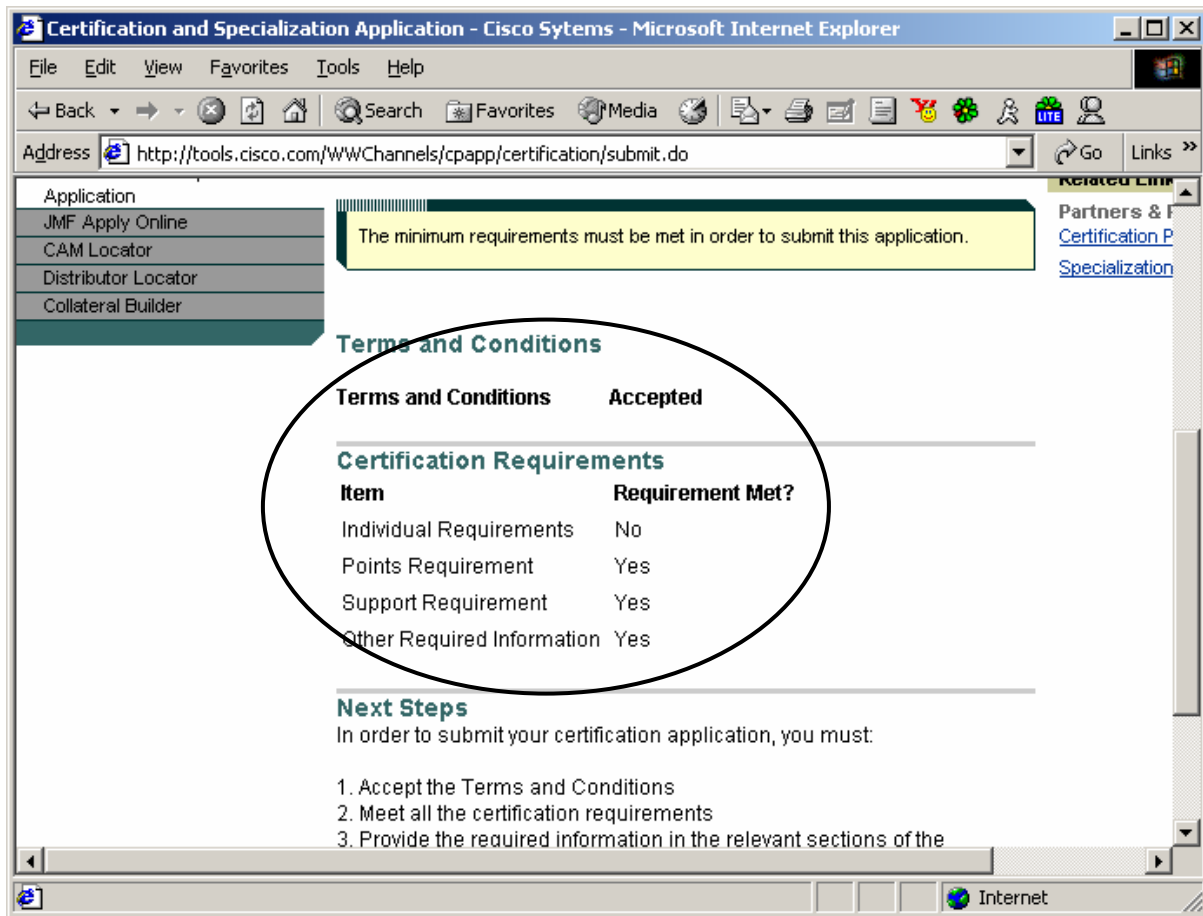
Professionals Used	Cisco Testing ID	
Experts **	4	1
Experts ** Used	Cisco Testing ID	
PEC TEST Asia Pac Pec Test	CSC088889999	

Points Requirements			
Item	Minimum Requirements	You Have	Requirements met
Specialization Points	70	165	Yes
Extra Credit Points (includes Extra Specialization Points)	30	95	No
Total Points (Specialization Points + Extra Career Points + Extra Credit Points)	100	165	Yes

[[Return to Top](#)]

Points Break-Up

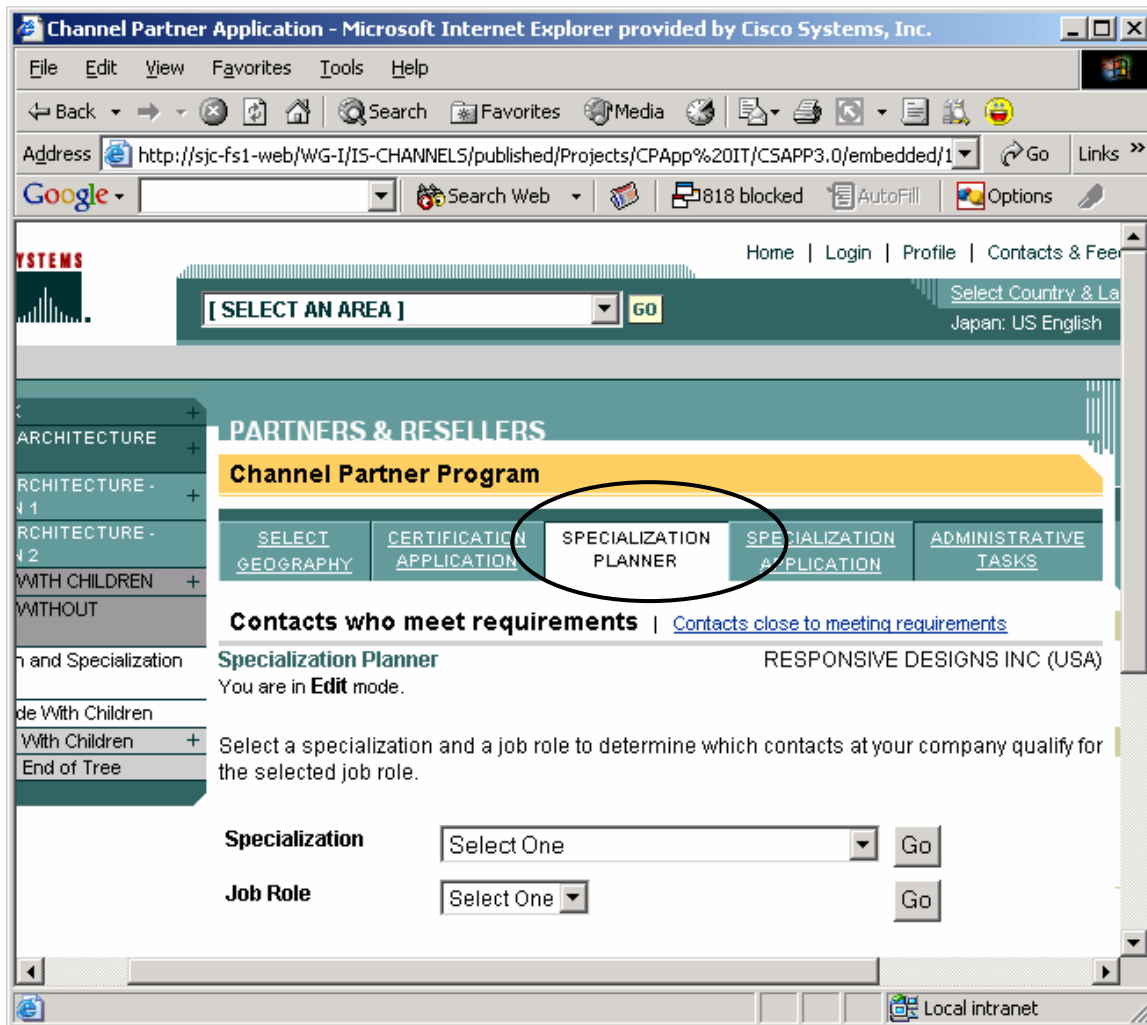
If you have met all of the requirements above, you can submit the application by pressing the "Submit" button. Once submitted, the system will generate a confirmation message and return you to the screen.



If you have failed to meet the requirements above, the system will highlight the missing information to you and the “Submit” button will not be presented. At all times you will be able to go back and supply necessary information on the previous screens.

Chapter 5- “Specialization Planner” Module

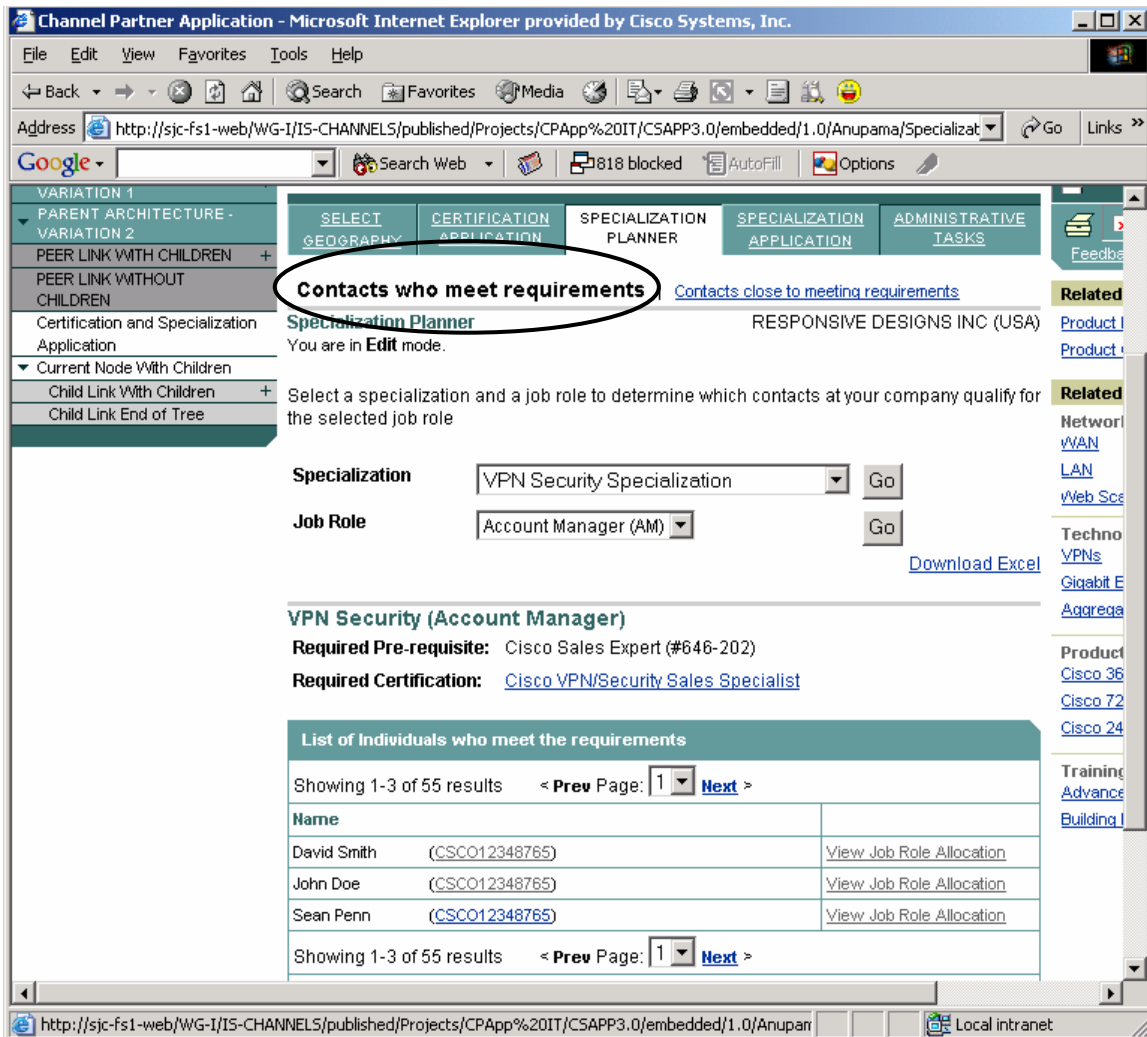
The “Specialization Planner” module is accessible by clicking on the “Specialization Planner” bar on top of the screen.



The “Specialization Planner” module consists of the following tasks:

- Contacts who meet requirements for selected specialization
- Contacts close to meeting requirements for selected specialization

All tasks will be visible to different types of CSAPP users

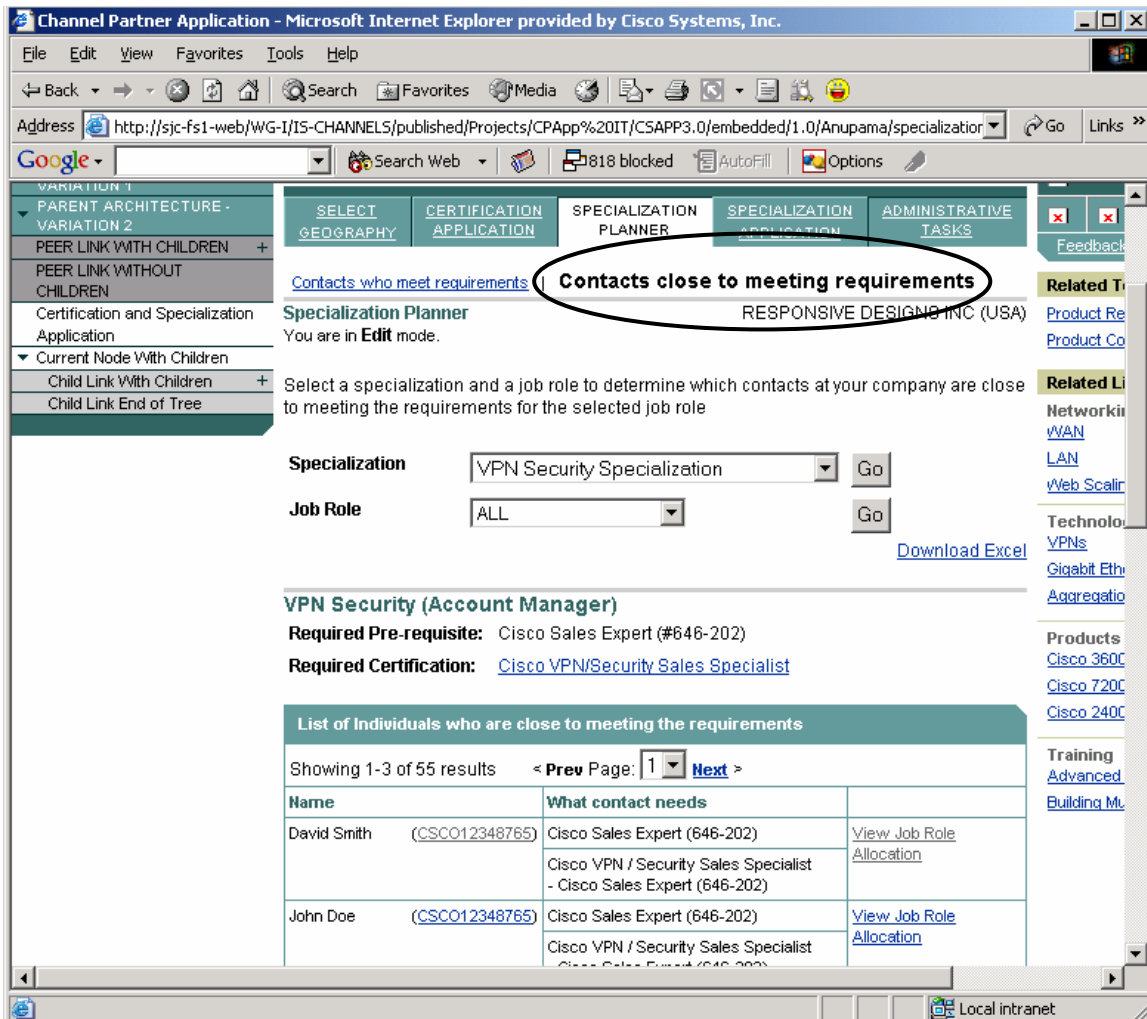


CSApp users can accomplish the following tasks through the “Specialization Planner” module:

- View contacts who meet job role requirements for a selected Specialization

In this tab you will be able to select a specialization and job role to see which contacts meet the selected job role requirements.

You will be able to download the information from this page into an Excel spreadsheet by clicking on the link called ‘Download Excel’.



View contacts who are close to meeting job role requirements for a selected Specialization.

In this tab, can select a specialization and job role to view which contacts are close to meeting the selected job role requirement(s).

You can download the information from this page into an Excel spreadsheet by clicking on the link called 'Download Excel'.



Chapter 6 – “Specialization Application” Module

The “Specialization Application” module is accessible by pressing the “Specialization Application” bar on top of the screen. It is very similar to the Certification Application workflow.

The “Specialization Application” module consists of the following tasks:

- Select Specialization
- Allocate Job Roles
- Summary
- Terms and Conditions
- Submit

While all tasks will be visible to different types of users, the following access restrictions will apply:

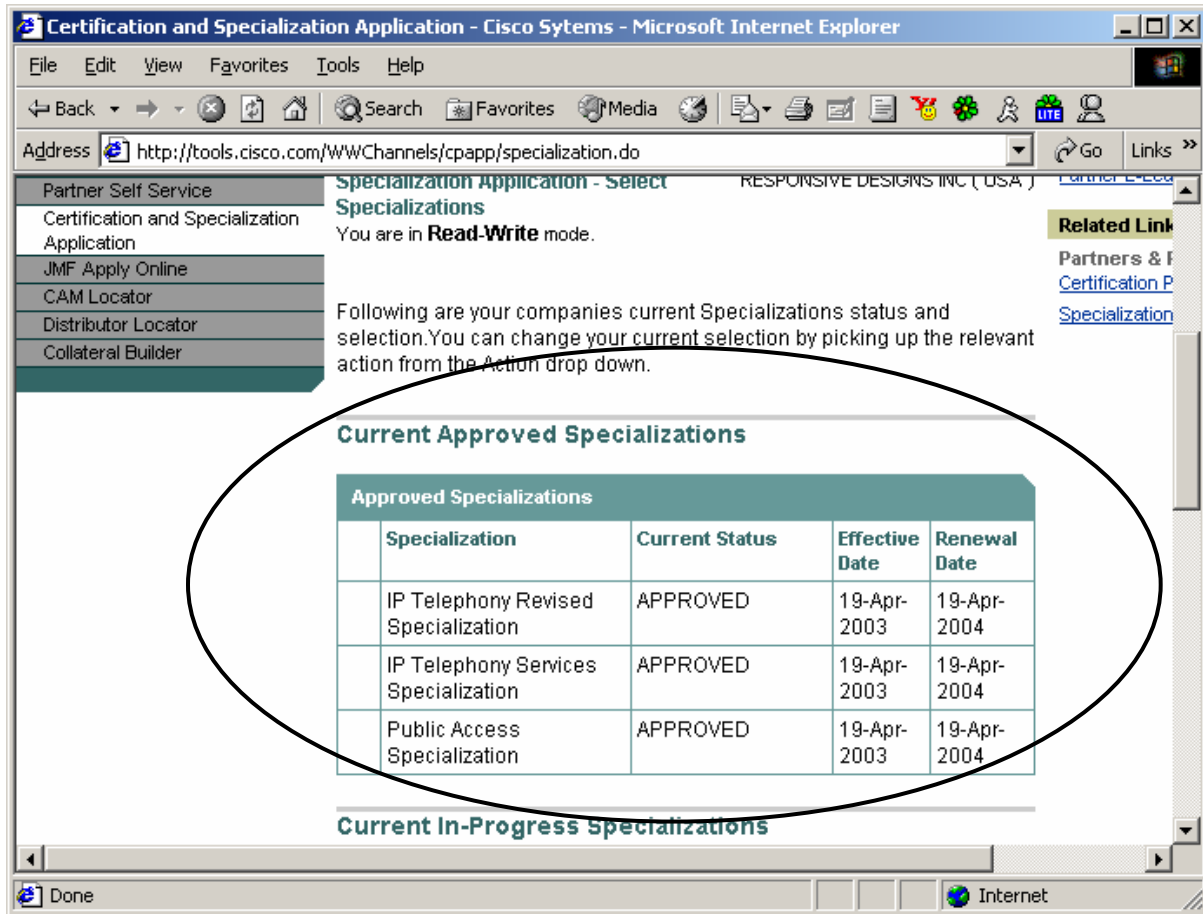
CSApp read-only users can accomplish the following tasks through the “Specialization Application” module:

- Review existing Specialization status
- Review pending Specialization

CSApp authors can accomplish the following tasks through the “Specialization Application” module:

- Review existing Specialization(s) status
- Review pending Specialization(s)
- Remove pending Specialization(s)
- Apply for new Specialization(s), or continue to work on pending application(s)

Your current user status will be always displayed in the upper left corner.



Partner Self Service
 Certification and Specialization Application
 JMF Apply Online
 CAM Locator
 Distributor Locator
 Collateral Builder

Specialization Application - Select Specializations
 You are in **Read-Write** mode.

Following are your companies current Specializations status and selection. You can change your current selection by picking up the relevant action from the Action drop down.

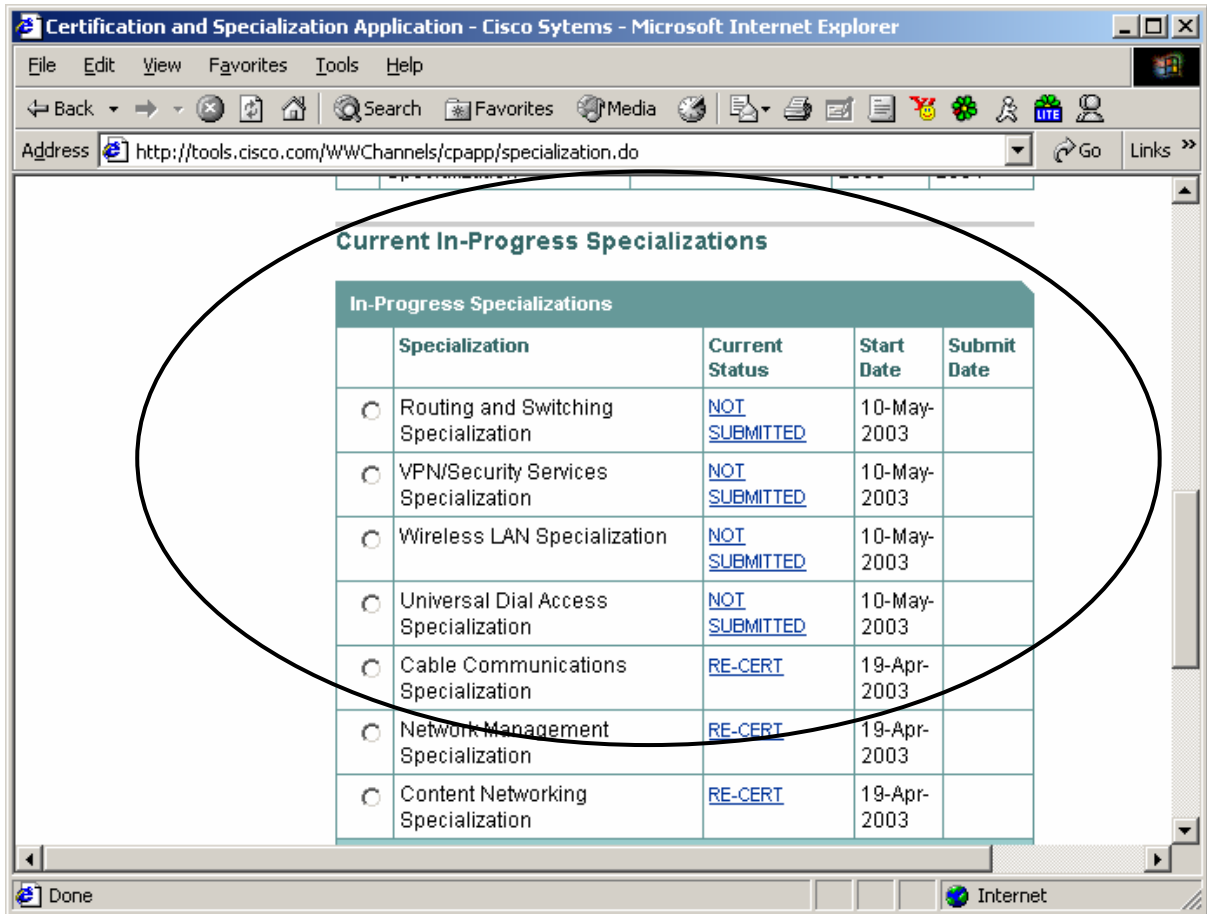
Current Approved Specializations

Approved Specializations				
	Specialization	Current Status	Effective Date	Renewal Date
	IP Telephony Revised Specialization	APPROVED	19-Apr-2003	19-Apr-2004
	IP Telephony Services Specialization	APPROVED	19-Apr-2003	19-Apr-2004
	Public Access Specialization	APPROVED	19-Apr-2003	19-Apr-2004

Current In-Progress Specializations

Reviewing Current Specialization Status:

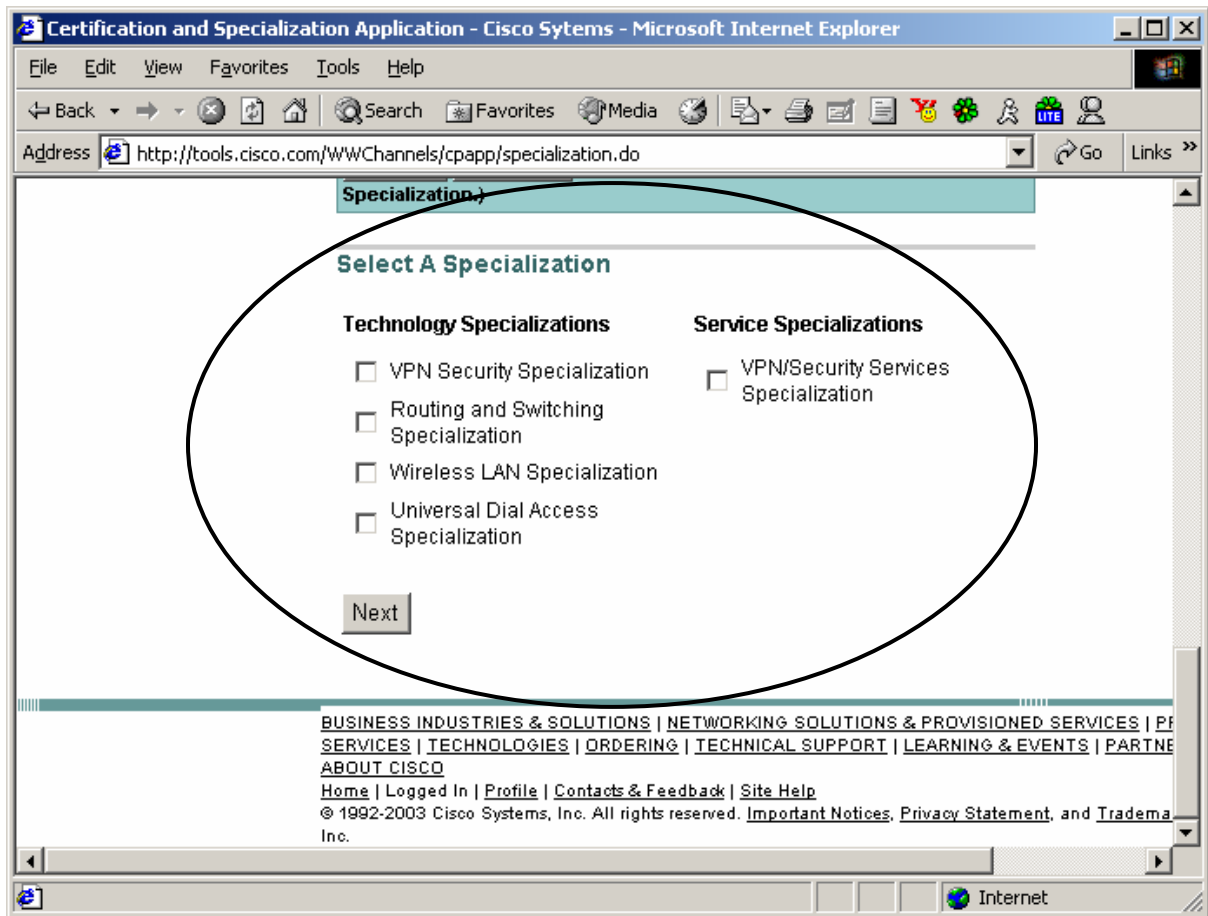
If you have any existing Specialization(s), they will be displayed on the screen, along with effective and renewal dates.



Review Pending Specialization(s):

If you have any pending Specialization(s), they will be displayed on the screen, along with the status and start date.

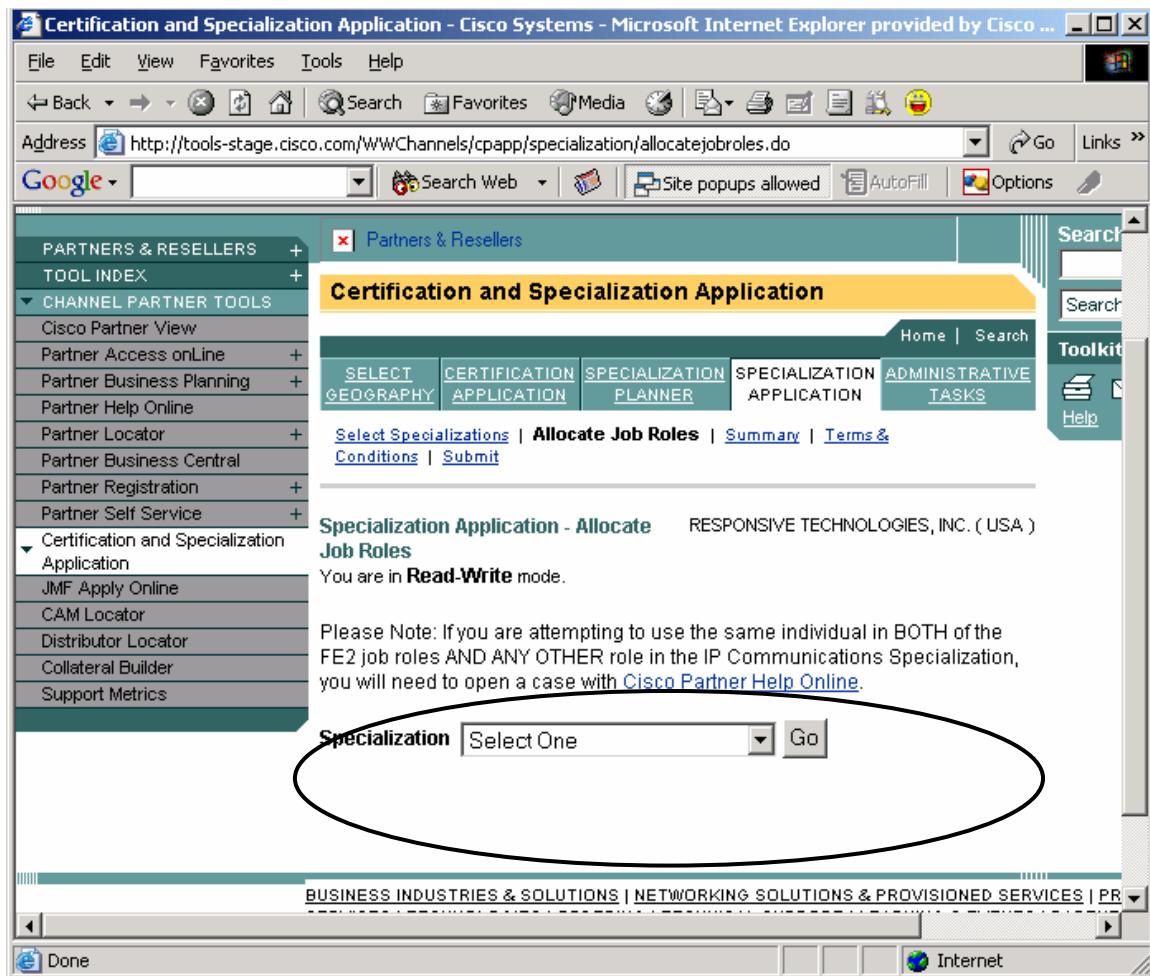
You can review the existing application by clicking on the task name on top of the screen.



Apply for a New Specialization:

To apply for a new Specialization, select the Specialization(s) for which you would like to apply. You can select more than one Specialization at a time.

Once the desired Specializations are selected, please press the “Next” button. CSApp will take you through the application workflow.



Allocate Job Roles:

First, you will need to allocate job roles for your Specialization. If you have pending Specialization(s), or if you are applying for multiple Specialization(s), you will need to select the Specialization again on the “Allocate Job Roles” page.

Once the Specialization is selected, the system will list the required job roles, along with names of individuals that can be selected for each particular job role. You can change the system selection at any time by clicking on the drop down list that contains the names of the individuals.



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The screenshot shows the 'Channel Partner Program' interface. The main content area is titled 'Specialization Application - Allocate Job Roles' for 'RESPONSIVE DESIGNS INC (USA)'. It indicates the user is in 'Edit' mode. A 'Specialization' dropdown menu is set to 'Select One'. Below this is a table for allocating individuals to job roles.

Job Role	Allocated to	To view contacts who meet or are close to meeting a job role requirement, click the link below
Account Manager Role	Lisa Simpson	View Contacts
System Engineer Role	None Available	*required View Contacts
Field Engineer Role(s)	Peter Parker	View Contacts
Field Engineer Role(s)	Sainsbury Grant	View Contacts
Project Coordinator Role	None Available	*required View Contacts
Operations Specialist Role	Robert Kinsey	View Contacts

If you do not have the required contacts to fill the job roles, the message "None Available" is shown. Only qualified individuals' names will appear in the drop down menu.

Click on the "View Contacts" tab next to the job role which takes you back to the Specialization Planner page. You can then select the tab "contacts that are close to meeting the requirements" to see who in your company is close to meeting the specialization job role requirements.

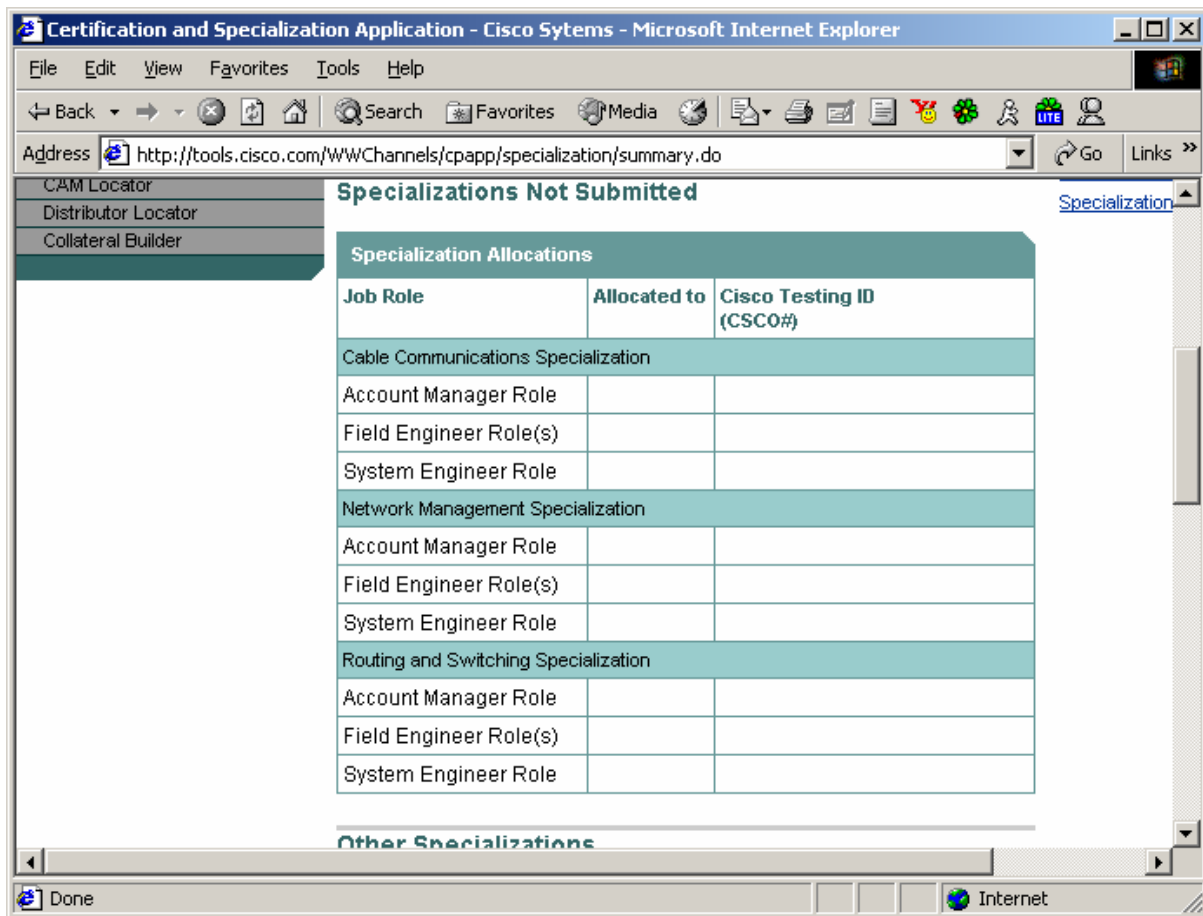
Once you have allocated all job roles, click "Next" and proceed to the "Summary" page.

Summary Page:

The information displayed on the "Summary" page will allow you to review your contacts allocation.

The following information will be displayed on the "Summary" page:

- Specialization Name
- Job Role
- Allocated To (Name of the Contact)
- CSCO Number



Once you reviewed the information and ensure it is correct, press the “Next” button to proceed to the “Terms and Conditions” page.

Terms and Conditions Page:

On this page, you can review the terms and conditions and take further action.

You may accept the terms and conditions by clicking on the “I Accept” button, which will bring you to the submission screen.

You may decline the terms and conditions by clicking on the “I Do Not Accept” button, which will prevent the submission of your application.

If the terms and conditions were submitted before, the date of acceptance, as well as the username of the accepting party, will be displayed. No further action on your part will be necessary. Please click “Next” to proceed to the “Submission” screen.



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Submit Page:

The system will display all Specialization applications, including those that are already submitted, along with the current status and requirements-compliance analysis.

You will only be able to submit the application(s) that display “Requirements Met – Yes” next to their names.

The screenshot shows the 'Certification and Specialization Application' page. The main content area displays the following information:

- Certification Application - Submit**
- You are in **Read-Write** mode.
- RESPONSIVE DESIGN INC - 1234567890 (USA)
- Current In-Progress Certification - SILVER

A message box states: "The minimum requirements must be met in order to submit this application."

Terms and Conditions

Terms and Conditions	Pending Partner Acceptance
Indirect Channel Partner Agreement(ICPA)	Pending Partner Acceptance

Certification Requirements

Item	Requirement Met?
Individual Requirements	No
Points Requirement	No
Support Requirement	No
Other Required Information	No

Next Steps

In order to submit your certification application, you must:

1. Accept the Terms and Conditions
2. Meet all the certification requirements
3. Provide the required information in the relevant sections of the application.

If you have met all requirements and accepted the terms and conditions, the “Submit” page will allow you to submit the qualifying application(s).

If you did not meet the requirements, the “Submit” button will not be presented. You will be able to go back and supply necessary information on the previous screens at any time.



Chapter 7 – “Administrative Tasks” Module

The “Administrative Tasks” module is accessible by pressing the “Administrative Tasks” bar on top of the screen. The workflow is very similar to all other modules.

The “Administrative Tasks” module consists of the following items:

- Review Locations and Contacts
- Review Your Documents
- Upload Documents
- Review Cisco Documents

While all tasks will be visible to different types of users, the following access restrictions will apply:

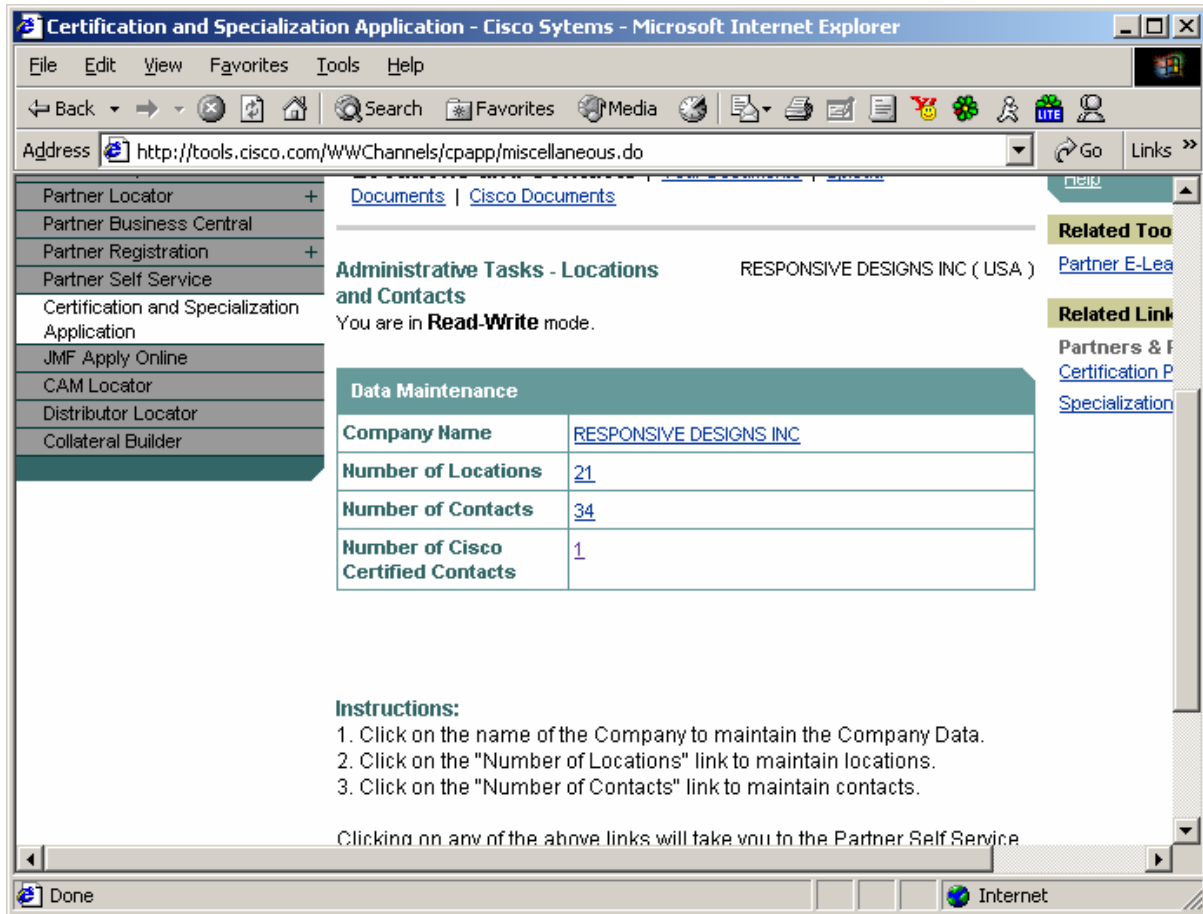
CSApp read-only users can accomplish the following tasks through the “Administrative Tasks” module:

- Review “Your Documents”
- Review “Cisco Documents”

CSApp authors can accomplish the following tasks through the “Administrative Tasks” module:

- Review “Your Documents”
- Review “Cisco Documents”
- Upload Documents
- Review Locations and Contacts

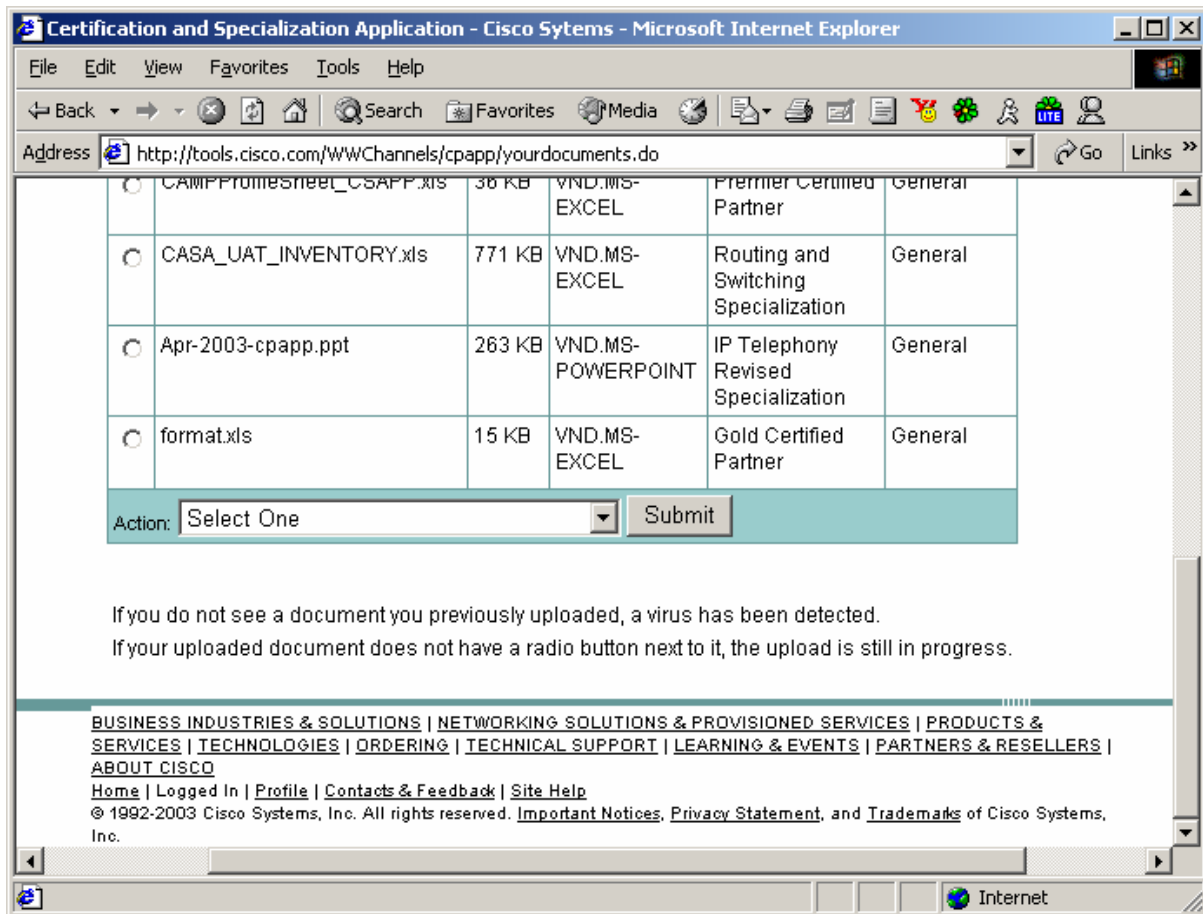
Your current user status will be always displayed in the upper left corner.



Locations and Contacts:

On this page, you can access a quick link to Partner Self Service to review and maintain the following information:

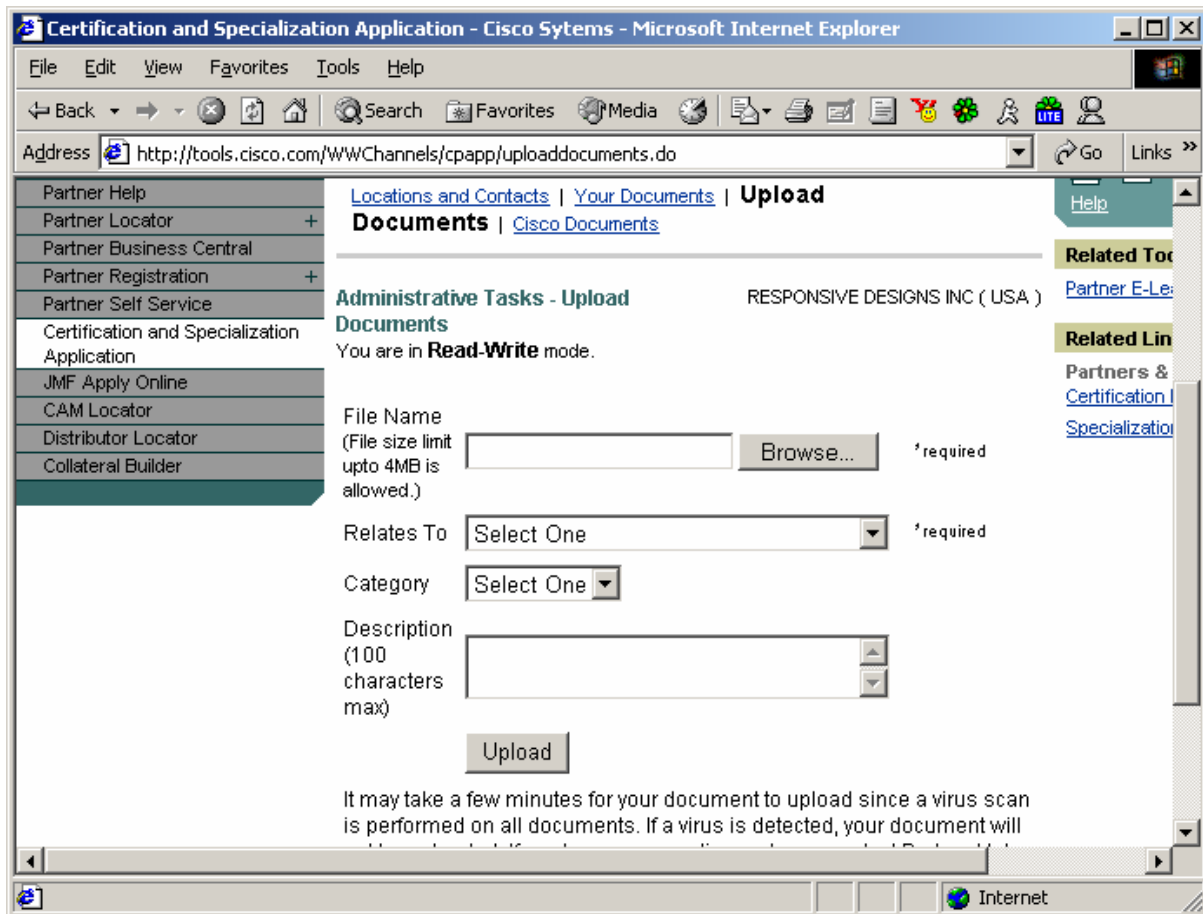
- Company Name
- Number of Locations
- Number of Contacts
- Number of Cisco Certified Contacts



Your Documents:

This page lists all documents that you have submitted with your application. You may select the document by pressing a radio button next to it. Once selected, you can proceed to view the document by selecting the "Open Selected file" from the action drop down menu and pressing "Submit."

The files cannot be deleted and are permanently stored on our fileserver.



Upload Documents:

You may upload documents at any time by selecting the “Upload Documents” task. In order to upload a file, the following steps should be taken:

1. Select filename by clicking the “Browse” button
2. Select “Relates-to” and “Category” from the drop-down menu
3. Provide a textual description for the file
4. Click “Submit”

The document will be uploaded to our fileserver, after a virus scan is performed, which may take several minutes.

Cisco Documents:

Cisco may decide to provide certain documents to partners through the “Cisco Documents” task.

All available documents will be listed on the screen. To view the document, take the following steps:



Select the document by pressing the radio button next to it
Select "Open Selected File"
Click "Submit"

The document should appear on your desktop.