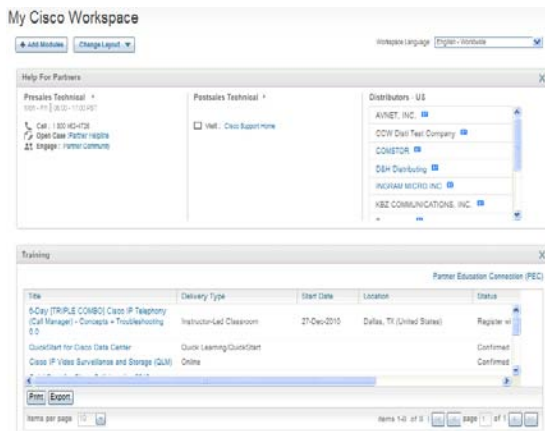


My Cisco is an integrated and customizable web experience that allows immediate access to multiple Cisco business applications in one place.

What Is My Cisco?

My Cisco is an integrated web experience allowing immediate access to multiple Cisco® business applications, with a customizable view of the business information that you use most often. My Cisco includes an Add Module page, a personalized workspace, and a menu that remains accessible throughout your Cisco.com experience.



Why Use My Cisco Workspace?

All tools, information, documents, and personal contacts required to support Cisco channel partner relationships and sales efforts are available—clearly and intuitively—in one highly secure, customizable location. Users have access to relevant information required to support and streamline business processes. My Cisco Workspace minimizes the time spent searching for information, so you can focus on business development.

For partners, My Cisco Workspace helps enable:

- Increased productivity through a business dashboard view
- A personalized and easy user experience that makes Cisco more relevant and valued
- The ability to focus on frequently used business information
- Fewer sign-ons to various back-end applications
- Reduced presales cycle time
- The ability to print and export summary reports

Who Has Access to My Cisco Workspace?

My Cisco Workspace is available globally for partners, customers, and guests. Access is based on the user's Cisco login ID, and the data displayed in the module is restricted so that users see only the data relevant to their role in the business. To launch My Cisco, go to www.cisco.com/go/mycisco.

What Modules Are Available in My Cisco?

Data presented in the My Cisco modules is obtained from underlying Cisco programs and tools that you use frequently. Users of My Cisco can be assured of the integrity and value of the presented data.

More than 24 modules are currently available. Here's a brief look at five popular modules that are beneficial to channel partners:

- **Added Devices:** Keeps track of all your devices in one convenient place, enabling you to access device-specific integrated support information such as security advisories, responses and notices, field

notices, documentation, known bugs, and command references.

- **Certifications & Specializations:** Displays company qualifications, authorized technologies, a certification comparison tool, and alerts.
- **Cisco Support Community (NetPro):** Enables you to subscribe to feeds to stay up to date on the latest support discussions. Use the Edit feature to customize the feed by community and subcommunity, with additional options such as announcements, blogs, discussion threads, polls, and statistics.
- **Training:** Displays user-specific learning enrollment status and provides a link to the course description in Partner Education Connection (PEC).
- **Recent Service Requests:** Displays information on the Cisco Technical Assistance Center (TAC) service requests for customers for which the user is a contact on the partner company's service contracts.

New modules are continually being developed by the My Cisco team. If you have suggestions or feedback, please use the feedback tool in My Cisco on the Add Modules page or [click here](#).

My Cisco is an integrated and customizable web experience that allows immediate access to multiple Cisco business applications in one place.



How Do I Customize My Workspace?

Follow these three easy steps to customize your workspace:

1. Log in to [My Cisco](#) using your valid Cisco.com ID.
2. Select modules from the Add Modules page and add them to your workspace, menu, or both.
3. Click on “See Workspace,” where you can view your customized workspace.

Note: My Cisco has been optimized to work with Internet Explorer 8 and Firefox 3 and later. For the best user experience, please check your version and, if necessary, update your browser for compatibility.

How to Select Modules Based on Role

To help new users determine the modules that provide the most benefit based on their role, the Add Module page now displays five categories with recommended modules in each category:

- Admin/Operations
- Purchasing/Procurement

- Sales/Marketing
- Technical/Engineering/Architecture
- Company Management

We have also included a “Recommended” filter for partners only, as well as a “My Modules” list so the user can see the modules they have already added to the workspace.

Customize Your Workspace Layout

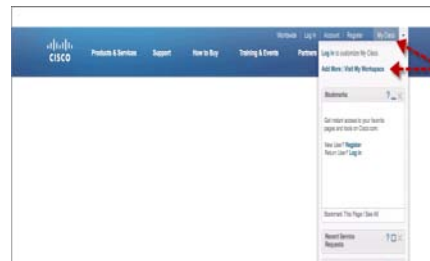
To change your workspace layout, simply hover over the “Change Layout” button and select either 1 Column (100%) or 2 Column (50%).

Your selection will be remembered and will appear every time you log in to My Cisco. You may change your layout as often as you wish.

Customize the Column Display

The Options link allows the user to customize how data is viewed. The user can hide columns or reorder them. This feature is available in the following modules and tabs:

- Certification & Specializations
- Deals & Quotes
- Discounts & Rebates
- Program Enrollments



My Cisco Menu

The My Cisco menu is available in the top navigation bar from Cisco.com and will be accessible throughout your Cisco.com experience. You may also use this menu to log in to customize your workspace, add modules to your workspace or menu, or go directly to your workspace. The menu is available in English, Chinese, and French (Canada), with plans to expand to other languages soon.

Language Availability

My Cisco is available in 17 languages. You can select your language of choice from either the Add Modules page or the workspace.

My Cisco Partner Resources

My Cisco Partner Page:

www.cisco.com/go/mycisco-partner

My Cisco Resources/Help/FAQ:

www.cisco.com/web/help/mycisco.html

Copyright © 2011 Cisco Systems, Inc. Cisco and the Cisco Logos are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.