

Partner Education Connection

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General Overview

Q. What is the Cisco Partner Education Connection?

A. The Cisco Partner Education Connection, (PEC) is the primary training source for all Cisco partner learning. Available only to Cisco Partners, the site provides access to all the certification, specialization, sales, products, and technology training needed to successfully sell and service Cisco products and solutions.

Q. What type of audience is the PEC intended for—Sales or Technical?

A. The PEC provides training for all partner employees. While much of the content is technical, we are continuing to add sales, professional skills, business optimization, services, and technical operations content to the site.

Q. Is the PEC site personalized for me?

A. Yes, the PEC recognizes who you are and tracks your personal learning plan and history as you progress.

Q. Do I need to keep track of other Cisco training websites or URLs?

A. No, just set your browser to www.cisco.com/go/pec.

Q. There's a lot of information on the site. Where should I start?

A. On your first visit to the PEC, we recommend you visit the Getting Started area on the homepage. This area provides easy steps including a Getting Started tour which guides you through the key features and functionalities you need to know fast.

Accessing the Site

Q. Is the PEC accessible by all partners?

A. Yes, all Cisco partners have access. Each person will need their own Cisco.com login identification (Cisco ID).

Q. How do I get my own Cisco.com login ID?

A. Follow the process outlined on Cisco.com at <http://tools.cisco.com/RPF/register/register.do>. To access the PEC, you must also be registered as an employee of your company via Partner Self Serve.

Q. Is it okay to share or use someone else's Cisco.com login ID?

A. No, each person is required to have their own login ID, to ensure your training records reflect your progress and help protect your privacy.

Q. Why did I need to accept the Cisco Privacy Policy?

A. The Cisco Partner Education Connection Privacy Policy is an agreement between you and Cisco. The policy describes how Cisco respects and ensures your privacy and must be accepted in order to use the site.

Q. What technology will I need to access the PEC site?

A. The PEC site is web-browser based. You will need one of the browsers shown below:

- Internet Explorer 6.x and above
- Firefox 2.x

Q. What if I have technical difficulty trying to log on to the site?

A. First, please verify the problem is not with your local connection. If you believe the problem is directly related to the PEC, notify us immediately by clicking on the Help link located on the top navigation bar of the homepage.

Locating Courses, Content and Learning History

Q. How do I find Certification, Specialization, Technologies, Sales, Assessments, Labs, and Partner Tools on the new PEC site, now that the icons are no longer available?

A. The Browse Catalog tab allows you to quickly scan and access these subject areas.

Q. Where is my Learning History located on the new PEC site?

A. To locate your Learning History, go to the homepage, click the My Learning tab, and then select the My Transcript page.

Q. I don't see my training records from the previous PEC site, what happened?

A. All Learning History completed prior to January 23, 2009 in the previous PEC site, was stored and will be migrated to the new PEC site the week of February 9, 2009. A notice will be added to CPI news and on the PEC site, once all history has been migrated.

Q. How do I find my Current Learning?

A. Current Learning is accessible in two places on the site. Select the My Enrollments page from the My Learning tab, or Current Enrollments view shown on the homepage.

Q. Can I share my transcript with my manager or Cisco Channel Account Manager?

A. Yes, go to the My Learning tab, then select the My Transcript page. To the right, you will see an "Export" link, where you can export your training transcript to Microsoft Excel. You can then send the file to your manager or Cisco Account Manager.

Q. Is there a single page that is a summary of all learning (enrollments, completed courses, and transcripts)?

A. Yes, the My Learning tab located on the top navigation bar of the homepage provides access to each of the items shown above. Use this tab to easily view your personal training including Learning Plans you can assign for yourself.

Q. How do you add things to My Learning Plan?

A. Go to the My Learning tab located on the homepage, click the My Learning Plan page from the left navigation, click "Add an Activity", and select "Course" or "Curriculum". Pick the course and due date, click "Save", and then go to "View Plans". You will see the selected course in your Learning Plan.

- Q. I completed several courses on a curriculum; however, my progress bar isn't moving forward in My Learning Plan even though the curriculum shows a status of "Complete" for those courses. Why isn't My Learning Plan tracking my progress for this curriculum?**
- A.** Your curriculum in My Learning Plan is not progressing because the courses you have completed are not considered required. "Required" training is represented on the curriculum in the color "red" and states "Required-xxx". Once you have completed "Required" training, you will see the progress bar move forward on your curriculum.
- Q. Can I tell how many search items were returned, such as 20 of 200?**
- A.** No, the current functionality does not identify the number of search items, only a "previous" and "next" feature.
- Q. How do I access a course previously launched?**
- A.** Go to the My Learning tab and search for the course title you want to launch from the My Enrollments page. Click "View Progress" and then "Launch" or launch from the Current Enrollments view from the homepage. The status of some offerings may change to complete when you launch them. Find these offerings in the My Transcript page.
- Q. How do I change my language preference?**
- A.** Go to the My Accounts link located at the top of the homepage. You will see "Locale" where you can click the dropdown, select your preferred language, and click "Save".
- Q. What is Curricula and why are they important?**
- A.** Curricula replaced Learning Maps. Like Learning Maps, Curricula is a prescribed path to successful completion of a learning goal for longer term learning goals. Curricula offers the additional benefits of tracking your progress through the required courses in a Curricula.
- Q. What is the difference between courses, offerings, curricula and packages?**
- A.** Courses, offerings, curricula, and packages are the four types of items in the PEC learning catalog.
- A **course** describes a unit of instruction through the title, abstract, and description. Courses are also used as the building blocks for curricula and packages.
- An **offering** is a specific delivery option for a course. For scheduled offerings, such as classroom training, an offering is defined by things like the date and location of the offering. Online learning offerings differ by the type of media used for delivery. A course can have multiple offerings. Registering for and launching content is always managed at the offering level. Searching the catalog is typically most effective at the offering level. Here, you can use more criteria for narrowing your search results, register, and launch directly from the results page.
- Curricula** replaces learning maps in the new PEC. A curricula is a prescribed sequence of courses needed to achieve a longer term learning goal. You can easily select offerings for registration courses on the curricula and track your progress toward completion of the curricula. Curricula is available for all career certifications and specializations available on the PEC.
- A **package** is a group of related courses to support a learning or business goal that does not have a specific sequence. They are used to make it easier to find and register for several related offerings. Use of packages will increase on the PEC as the site evolves.

- Q. I successfully completed an instructor-led course with a Cisco Learning Partner. Can I show this as completed in my history?**
- A.** Yes, you can mark your ILT course completed. Go to the My Enrollments page under the “Actions” column, choose “Mark Complete”, then “Successful”, and “Save”. You will now see the ILT shown in your transcript as “Complete”.
- Q. How does a proctored exam taken at a test facility such as VUE get marked as complete in my history?**
- A.** To mark a proctored exam complete, go to the My Enrollments page, choose the “Mark Complete” link, click “Successful”, and then “Save”. You will see the exam in your transcript as “Complete”.

Career Certification

- Q. Does the system update that a learner has a certification or specialization?**
- A.** Yes, the PEC receives an update from the Cisco Partner database which provides an update each time a partner logs into the site.
- Q. How do I use My Network for collaborating within my company?**
- A.** To setup an organization for community collaboration within your organization, go to the My Network tab located on the homepage navigation bar. You'll find a link that will allow you to request that a collaboration area be setup for your company. Or send an email request to: pec_community@cisco.com. Once your organization is setup, you will be notified and able to participate and invite others from within your company.

Feedback

- Q. How do I provide input or requests for future content of functionality on PEC?**
- A.** Please use the Feedback link located in the Getting Started area on the homepage. The site is designed for you and we are interested in your feedback.



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