

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 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.

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Accessing the Site

Q. Is the PEC accessible by all partners?

A. Yes, all Cisco partners have access. Each person will need his or her own Cisco.com login identification (CCO 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/registerdo> . 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.

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- 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 and above
Safari 5.x and above

- 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.

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Locating Courses, Content and Learning History

- Q. How do I find Certification, Specialization, Architectures, Sales, and Labs on the PEC site?
- A. The Browse by Category portlet allows you to quickly scan and access these subject areas.

- Q. Where is my Learning History located on the PEC site?
- A. To locate your Learning History, go to the homepage, click the My Learning tab, and select the My Transcript page.

- Q. How do I find my Current Learning?
- A. To locate your Current Learning, select the My Enrollments page from the My Learning tab.

- Q. Can I share my transcript with my manager or Cisco Channel Account Manager?
- A. Yes, go to the My Learning tab, select the My Transcript page. To the right, you will see an "Export" link, where you can export your training 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 and completed courses)?
- 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 I add courses or curricula 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" course is represented on the curriculum in the color "red" and states "Required-xxx." Once you have completed the "Required" course, 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. Yes, the functionality does identify the number of search items.
- 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 a Curricula and why are they important?
- A. Curricula (similar to learning maps) are prescribed paths to successful completion of a learning goal. Curricula offer the additional benefits of tracking your progress through required courses in a Curriculum.
- Q. I successfully completed an Instructor-Led course (ILT) 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, select "Mark Complete," and then "Successful," and "Save." You will now see the ILT shown in your transcript as "Complete."

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- 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, select the “Mark Complete” link, click “Successful,” and then “Save.” You will see the exam in your transcript as “Complete.”

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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 Community 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. Others from your organization site location will automatically be added once the community has been created.

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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 Help-Feedback section at the top of the PEC page. You can also use the Feedback link located on the PEC homepage within the Welcome message portlet.