

Certification Candidate Handbook

Overview.

The Certification Candidates Handbook is a quick reference guide for candidates of all Cisco certification written and lab exams. There are four sections to this document: **General**, **Before Testing**, **During Testing**, and **After Testing**. Each section contains tips and links to many resources for managing your certifications career as well as protecting your certification status with Cisco before, during, and after the testing experience. This handbook includes important reminders about confidentiality, compliance with Cisco logo, trademark, and copyright policies; and your obligations as a Cisco certified professional.

With nearly 50 links included, this document provides a quick and easy way to access key certification program requirements across a variety of resources on Cisco.com, the Cisco Learning Network, and Pearson VUE websites.

General

– Terms and Conditions.

Prior to testing for any exam, candidates are expected to be familiar with the terms and conditions of:

- **Certification Agreements.** [Certification and Confidentiality Agreement](#) and the [Pearson VUE Test Rules Agreement](#) [Rules Agreement](#).
- **Code of Certification Ethics.** [Code of Certification Ethics](#).

– Confidentiality.

• Prohibited Use(s) of Confidential Information.

- Candidates are responsible for keeping their Cisco and Pearson VUE login(s), password(s) and any [account registration information](#) confidential.
- **Additional exam related confidentiality restrictions are listed in the [Certification and Confidentiality Agreement](#).**
- **Do not share or post any such Cisco or Pearson VUE confidential information.** Posting of such confidential information is a major violation of the [Cisco Career Certifications](#) and [Certification and Confidentiality Agreement](#) and may result in a **lifetime ban** on all future exams and render previous certifications **null and void**.
- **Candidate Exam Record.** Candidates are required to have only one (1) [Cisco ID \(CSCO\) exam record](#).

- **Exam Preparation.** Candidates may engage in exam preparation discussions on the [Cisco](#)

[Learning Network](#) website in compliance with the [Acceptable Use Agreement](#).

• Personal Data.

- Candidates are expected to update their [candidate exam profile](#) in the Cisco Certification Tracking System whenever changes occur, (e.g., postal address and/or email changes).
- Candidates may elect to receive (or not receive) ongoing communications, including some marketing, from Learning at Cisco.
- ***If a Candidate chooses not to receive communications from Cisco, the Candidate must routinely check their [candidate exam profile \[CSCO\]](#) to ensure their certificates are kept up-to-date.***

– Inclusion and Diversity.

- Cisco is committed to impartiality in its certification programs. For more information on Cisco's inclusion and diversity policies, please see <https://www.cisco.com/c/en/us/about/inclusion-diversity.html>.

– Special Accommodations.

- All Candidates will be required to provide documentation signed by a medical doctor detailing the nature and severity of their disability and the specific accommodations requested.
- CCIE lab candidates should contact the Cisco Certification Support team at [Cisco](#)

[Certifications Customer Support](#), at least 90 days in advance of the lab test date.

- Written exam candidates should contact [Pearson VUE](#) in writing, at least one month in advance of the scheduled test date. Please include any information that would be helpful to Pearson VUE in accommodating your request.
- **Restrictions.**
 - **Residency.** Residents of countries on the U.S. Export Administration Regulations [Embargoed Countries List](#) are *not* eligible to take Cisco certification exams or Labs.
 - **Age Requirements and Policies Concerning Minors.**
 - Underage Minors are children under 13 who may not test or receive certification even with parental consent.
 - The Cisco global certification program allows Minors to test on all written exams (electronically), except the following written, practical and lab exams: CCIE and CCDE
 - Minors are individuals between 13-17 years of age who may test and receive certification with parental consent on all exams excluding CCIE written and CCIE Labs.
 - For any Candidate participating in a location that requires by law a lower minimum age for entry into such programs, then the minimum age limit for that Candidate will be the stated minimum required age.
 - Candidates 18 years or older are eligible for certification without any age-related restriction.
 - For more information on [age restrictions](#).
 - **Agreement Acceptance.**
 - Candidates have the right to decline the [Certification and Confidentiality Agreement](#). However, Candidates who decline to sign the agreement may not take the exam and forfeit the entire exam fee*.
- **Lab Payment.**
 - CCIE [Lab exam fees](#) must be paid in full 90 days prior to test date.
 - For information on CCDE practical (lab), see the [Cisco Learning Network CCDE page](#).

Before Testing

- **Know Before You Go.**

The Certification Compliance Video series teaches what is expected of Candidates, including how to remain compliant with Cisco standards, in short informative videos, located at: [Cisco Learning Network](#) or [Cisco.com](#).
- **Preparation.**

Candidates may prepare for exams through any authorized [Cisco Learning Partner](#), the [Cisco Networking Academy Cisco Press](#) materials, or by accessing [Cisco Learning Network](#) for study materials (provided at no additional charge) as well as the [Cisco Learning Network Store](#) (charges apply) regarding Learning@Cisco Products.
- **Exam Discounts, Vouchers and Promotional Codes.**

Candidates may access information regarding exam discounts, vouchers, and promotion codes on the [Certification Exams Policy](#) page.
- **Test Centers.**
 - **Questions.** Candidates may refer test center questions to a [Pearson VUE](#) customer service agent.
 - **Rescheduling.** Candidates may [reschedule](#) the written portion of an exam up to 24 hours before the original exam date and time.
- **Test Locations.**
 - Written exams may be taken at any [Authorized Pearson VUE Test Center](#).
 - CCIE Lab exams may be taken at any of the Cisco CCIE Lab facilities. For information on CCIE Labs and CCDE practical exam information, access the Expert Certifications page at [Expert Certifications](#) non-certification, practical exams such as the [Virtual Classroom Instruction Specialist \(LVCI\)](#), please refer to [Cisco.com](#) for details on how to complete and submit this practical exam.
 - If the selected [Authorized Pearson VUE Test Center](#) for a written exam is in a different country or state from where the candidate resides, the candidate may be asked to produce proof of travel to that location, such as stamped passport pages and airline travel documents.
- **Websites.**
 - For questions or comments about this document: Go to [Certification & Communities](#)

[Online Support](#) and click on <Exam Security Tipline> to open a case with Cisco Exam Security.

- **Program Certification Links.** The following websites offer valuable information on Cisco Certification programs: [Certification Exams](#), [CCIE Certifications](#), [CCIE Lab Policies](#) and the [Cisco Learning Network](#).
- **Certifications questions.** <http://ciscocert.force.com/english/>.
- **Testing centers and testing questions.** <http://www.vue.com/cisco/contact/>.

During Testing

- **Computer Malfunction.** If a test computer malfunctions, exam administrators will be available to provide assistance to Candidates.
- **Identification and Authentication.** The test center admissions process requires the capture of a digital photo and digital signature. In addition, Candidates are expected to bring two types of valid (non-expired) identification to the test center. Both forms of identification must include a signature. In most locations, one form of photo identification must be government-issued. The name on your valid identification needs to be an exact match with the name in your Pearson VUE profile.
- **Integrity.** Candidates are responsible for completing their own exams and Labs without assistance.
- **Tools and Materials.** *No personal belongings, including without limitation no cell phones*, are allowed in the examination room during exams and must be surrendered at the completion of the exam or upon request by an exam proctor or administrator.
- **Multiple Exams.** Candidates may take as many Cisco exams in a single day as is allowed by Pearson VUE and the [Retaking Exams Policy](#).

After Testing

- **Correspondence:** All official Cisco and Pearson VUE correspondence will be sent to the certification candidates using the email addresses in the candidate record. Candidates are expected to regularly update their account information in the [Cisco Certifications Tracking System](#) (and in the [CCIE Database](#), if the

candidate is a CCIE certification candidate). Note: These are separate databases.

- **Certification Status:** Cisco will notify candidates about any changes to their certification status via their contact information stored in the candidate profile in the [Candidate Certifications Tracking System](#).
- **Certification Profile:** Candidates are responsible for maintaining their own candidate account information when changes occur.
- **Confidentiality:** Certification exam questions and answers are the exclusive and [confidential property](#) of Cisco and are protected by the intellectual property rights of Cisco. Candidates taking Cisco exams must agree to read and abide by the [Cisco Certifications and Confidentiality Agreement](#) terms and conditions before beginning each exam.
- **Exam Content / Scores:** Candidates are responsible for keeping exam content confidential. Candidates may share their exam scores but are cautioned that the score is privileged and should be guarded closely to prevent unauthorized use.
- **Privacy:** Cisco does not sell or share [personal information](#) about candidates stored in its databases.
- **Program Sanctions:** Candidates receiving a program sanction of any type, may submit an appeal by clicking on www.cisco.com/go/certsupport, and then click on Exam Security Tipline / Appeals to open a case with Cisco Exam Security and/or review the [appeal FAQs](#). Examples of program sanctions and Cisco policy for processing violations are covered in section [4] of the [Cisco Certifications and Confidentiality Agreement](#).

Score Reports

- **Employer Access:** Candidates may choose to share their photo-imprinted score reports with a current or potential employer or to provide the employer with preferred online access for verification purposes on the [Pearson VUE Authentication Website](#).
- **Preliminary Score Report:** Candidates may expect to receive a preliminary score report from the test center upon completion of the exam. (Read more about preliminary score reports on the [Certification Exam Policies](#) page.)

- **Reviewing Scores:** Official exam scores may be reviewed on the [Pearson VUE Authentication Website](#) at within 72 hours of exam completion. The score report includes a copy of the digital photo that was taken at the time of the exam.
- **Validity:** Only certifications logos and score reports issued by Cisco are considered valid. Candidates are responsible for using only valid logos and certification score reports.

Inquiries / Follow-up

- **Certification and Communities Online Customer Support Tool:** Open a case using this tool to receive assistance from [Cisco Certifications and Communities Customer Support](#).
- **Re-evaluation of CCIE or CCDE Written Exams:** Re-evaluation of CCIE or CCDE written exams are not available. Each question on the CCIE or CCDE written has specific criteria to be met, and points are awarded accordingly, based on pre-defined scoring rules using detailed statistical analysis.
- **Re-evaluation of Lab Exams:** A re-read involves having a 2nd proctor load your configurations into a rack to re-create the test and rescore the entire exam. Rereads are only available for Routing & Switching and Service Provider tracks. Only exams with the potential to change from fail to pass will be considered. Appeals are not available for all other CCIE tracks due to equipment limitations. To request a re-evaluation, open a case with [Cisco Certifications and Communities Customer Support](#).
- **Recertification:** Candidates are responsible for passing exams for [recertification](#) even if the requirements have changed since their previous certifications were awarded.
- **Security Tipline:** Please report any misconduct or suspicious activity by sending an email to the Cisco Exam Security tipline alias at security-tipline@cisco.com

Certification Use Privileges

- **CCIE Number:** Candidates with an active and valid [CCIE number](#) may list it on their resume.
- **CCIE Certifications Holder Policy:** CCIE certification holders may not allow another person or organization to use your certification credentials if you are not actively employed by them. You may only associate your CCIE credentials to a single channel partner with whom you are a full-time-equivalent employee in the country where the certification status is applied. Sanctions up to and including permanent decertification may result for noncompliance.
- **Certificates:** Candidates achieving a Cisco certification will receive a printed or electronically delivered certificate 6-8 weeks after passing the exam. Duplicate certificates or electronic versions may be ordered from the [Candidate Certification Tracking System](#) website.
- **Certification History and Employers:** Candidates may make their credentials available for viewing and verification by third parties or employers using the Certification Tracking Systems tool.
- Instructions for publishing credentials:
 - Access the [Certification Tracking System](#) and click on Publish Credentials. Then, follow these steps:
 - Select the credentials to be published
 - Enter the recipients email address
 - Enter an email message, if desired
 - Click Preview Report to preview the report (Optional).
 - Preview Report page is watermarked "VOID - Sample Only" (the actual report sent will not have the watermark).
 - To make modifications or cancel the send, click the browser's "back" button
 - Click Publish Report to send the report via email to the recipient.
 - Upon successful completion, the following status message will be displayed in red at the top of the page under the name and candidate ID number: "Your certifications have successfully been published".

Certification Logos

- **Use in Print:** Candidates with current certifications may print or post the certification logos on business cards (up to three), letterhead and resumes. If

multiple logos are displayed, they must display in descending-level order (so, from CCIE to CCNA, for example). Resumes and letterhead can hold all logos as long as there is the proper spacing per brand guidelines.

- **Electronic Use:** Logos may be posted on personal websites; however, but not on social and professional networking websites. On these sites, you may not use a certification logo as your primary avatar on social and professional networking websites. You may use up to three logos on business cards. You may use all achieved certification logos on resumes. For detailed guidelines on logo use, see the [Cisco Certification Logo and Trademark Agreement](#).
- **Channel Partner Logo Use:** Certification Holders may not associate their active certifications logos with a company. Cisco Channel Partner status is confirmed through reporting tools internal to Cisco. No Company can use certification logos to promote their business or employees within said business.
- **Logo Availability:** Certification [logos](#) are provided by the Cisco Certification Tracking system for download.

Associate, Professional and Specialist Exam Retake Policies:

- **Retaking a Failed Non- CCIE Written Exam:** Candidates may retake a failed certification exam (with the same exam number) five (5) days, beginning the day after the failed attempt. For

example: A candidate failing an exam on May 1 may retake that exact same exam on May 7, but not before.

- **Retaking a Passed Non- CCIE Written Exam:** Candidates may retake a passed certification exam with the exact same number 180 days after the original test date

CCIE Exam Retake Policies

- **Retaking a Failed CCIE Written Exam:** Candidates who fail any CCIE or CCDE written exam must wait for a period of 15 calendar days, beginning the day after the failed attempt, before retaking the same exam. A candidate failing an exam on May 1 may retake that exact same exam on May 17, but not before.
- **Retaking a Passed CCIE Written Exam:** Candidates may retake a passed certification exam with the exact same number 180 days after the original test date
- **Retaking a CCIE Failed Lab Exam:** Candidates who fail any CCIE lab exam lab attempt must wait for a period of 30 calendar days before scheduling a second attempt. Example: A candidate failing an exam on May 1 may retake that exam on May 31, but not before.
- **Retaking a CCDE Lab Exam: [whether pass or failed]:** Candidates who fail any CCDE practical exam attempt may retake the exam during the next scheduled exam administration, as long as the results from the previous attempt have been released.

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