



# My Cisco FAQs



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## 1. What is My Cisco?

My Cisco gives you a portable, customizable view of your favorite information on Cisco.com.

## 2. How can I access My Cisco?

There are two ways to access My Cisco:

- **My Cisco Menu:** The pull down menu at the top right of Cisco.com pages allows for a quick view into My Cisco. (Note: The My Cisco Menu is not available on some localized Cisco sites).
- **My Cisco Workspace:** The workspace is a full-page view that allows for more in-depth interaction and review of information. You can get to the workspace through a link in the My Cisco Menu or by bookmarking this link: <http://www.cisco.com/cisco/psn/web/workspace>

## 3. What is the My Cisco Menu?

The menu is a quick view into My Cisco which you can customize and carry with you throughout Cisco.com. It is available in the top right of most Cisco.com pages. It is not available on some localized Cisco sites at this time.

## 4. What is the My Cisco Workspace?

The workspace is a more in-depth and interactive view of your information. The workspace is a full page of My Cisco modules, which can be customized to meet your needs.

You can get to the workspace by opening the My Cisco Menu (at the top-right of most Cisco.com pages) and clicking “**Visit My Workspace**”, or by following links placed throughout various Cisco.com areas including Partner Central.

The direct link is: [www.cisco.com/cisco/psn/web/workspace](http://www.cisco.com/cisco/psn/web/workspace)

## 5. What is the My Cisco catalog?

The My Cisco catalog is a collection of modules that can be added to create your customized view of the My Cisco Workspace and the My Cisco Menu.

## 6. What is a module?

My Cisco represents a collection of modules. A My Cisco module is a small box that can be placed on different parts of the page, and contains information ranging from web content to data pulled from Cisco databases.

Modules can be access through My Cisco Workspace and My Cisco Menu. The workspace allows for a full-width view of the information in the module, whereas the menu is a carry-along panel that allows for a smaller, quick view of the information.

## 7. I just logged in to My Cisco Workspace for the first time, why is my workspace empty?

The first time you use My Cisco, you will be taken to the Add Modules catalog where you can select modules for your workspace. The second time you log in, you will be taken directly to your workspace with your modules displayed.

## 8. Does My Cisco access require multiple logins, or can I use a single login?

My Cisco can provide access to the modules and their underlying source applications through a single login.

## 9. There is no data in my module. What is happening?

You may not see data in a module because:

- No data is available to be displayed. You can confirm this by clicking the link to the application in the upper right side of the module. (Note: The Discount and Rebates module displays only the current program plus one prior phase.)
- The Cisco application service is temporarily unavailable.
- The source application for this module requires a subscription. To subscribe to the application, use the link provided in the message.
- Java Script is not enabled on your browser; make sure that you have Java Script enabled and try again.

#### 10. Why can't I see all the modules?

In the My Cisco Catalog, you will only see modules which you are entitled to see.

Here are a few ways that Cisco defines your level of entitlement:

- Partners, customers, and registered users see different modules in the catalog.
- Modules may require subscription by the partner company.
- Modules may require the Partner Administrator to authorize individual users. You can search for the authorized Partner Administrator in the People & Profile Management module.

If you are interested in viewing a module that you have heard about, but do not see in the catalog, please contact support.

#### 11. In which order are modules presented?

In the My Cisco catalog, modules are listed alphabetically by name. In the My Cisco Menu and My Cisco Workspace, you can drag and drop modules to specify your preferred viewing order.

#### 12. How do I change information that I see in a My Cisco module?

Information presented in My Cisco modules is obtained from underlying Cisco applications. You may update the information by clicking on information in the module or by going to the source application. A link to the application is located at the top right of most modules.

#### 13. When I rename a module in the My Cisco Menu, why doesn't the name get reflected on the Add Modules page or on My Cisco Workspace?

Module renaming functionality is available only in the My Cisco Menu. The catalog page and the workspace will show the original title in your selected language.

#### 14. In how many languages is My Cisco available?

My Cisco workspace is currently available in 17 languages. The My Cisco Menu is currently only available in English, Chinese and French (Canada).

#### 15. Will I be able to see additional modules in My Cisco?

New modules are continuously being developed by the My Cisco team and will be made available in future releases. New modules will be announced at the top of the catalog.

If you have an idea for a new module, please send it to us at [www.cisco.com/go/myciscofeedback](http://www.cisco.com/go/myciscofeedback)

#### 16. How frequently is the data pulled from the source application?

Every time a site visitor loads My Cisco, the data in each module is pulled from the source application in real time.

#### 17. Can I customize my view of My Cisco?

You can add and delete modules, as well as arrange them by dragging and dropping them on the workspace and menu. To remove a module click "X" on the top right of the module. The module will be removed from the workspace or menu but will remain on the catalogue.

#### 18. How can I add or delete modules?

From the My Cisco Catalog, you can add a module by clicking on the "Add to My Cisco" button. If the module is available in both workspace and menu destinations, you will be offered a choice to choose one destination or both. After adding the module, a confirmation message will appear. You can always remove the module by clicking "X" in the top right of that module on the menu or workspace.

#### 19. Which browsers are supported by My Cisco?

For the best experience on Cisco.com, we recommend the following browsers:

- IE 8.0
- Firefox 3 and up

While all other browsers are unsupported, best efforts will be made to implement the highest level of support we can for browsers even if they are not on the list above.

**20. How do I provide any suggestions or feedback?**

Let us know how we can improve your productivity in doing business with Cisco by providing your comments through the “Feedback” link available at the bottom of Cisco.com or by clicking here:

<http://tools.cisco.com/cdc/feedbk/public/FeedbackAction.cdcfdb>

**21. When I click on Export, why does an error message come up using Firefox?**

Firefox users must manually select the Excel application to pull a report in this format the first time they are clicking on “Export”. Subsequent reports will come up automatically.

**22. How do I select a partner name?**

Partner users are already associated with their partner company and site location. Partner Administrators can select from a drop-down list in each module that shows information for one partner site location at a time. Selecting a site location from the drop-down will apply the selection for all modules that are partner site location based. Modules which display user specific information do not have a selection box and can show all data for multiple partner site locations for Partner Administrators.

**23. I am a Partner Administrator, but I do not see all the partner companies for which I am an administrator in the drop-down list.**

Your user ID must be associated with a partner site location as a Partner Administrator in the Partner Self Service (PSS) tool at [www.cisco.com/go/pss](http://www.cisco.com/go/pss). The drop-down list is based on the PSS tool’s Partner Admin to Partner Company Site Location mapping.

**24. As a Partner Administrator, when I choose another partner site location from the drop-down list, the data in some of the modules does not change.**

Some modules display data based on the partner company, and others display data based on the user who is logged in.

The following modules display data based on the partner company and will change when a new partner company is selected from the list: People & Profile Management, Customer Satisfaction, Certification and Specializations, and Available Promotions.

The following modules display data based on the user who is logged in: Deals & Quotes, Discounts & Rebates, Leads & Target Prospects, Partner Event Calendar, Partner News, Program Enrollments, and Training.

**25. In the Discounts & Rebates module, partner users are entitled to see the information? Can this access be restricted? Who manages the restrictions?**

The Partner Administrator within the partner company designates who can view the Partner Program View (PPV) and Partner Program Intelligence reports, which are the source of the Discounts & Rebates module data. Every partner company has an administrator who can grant or revoke access for other partner contacts. My Cisco Workspace verifies that the user has access to PPV and then displays or hides the Discounts & Rebates module accordingly.

**26. In the Training module, can partners see the expiration dates of learning credits?**

The module shows only current enrollments for each partner, not learning credits. To view learning credits, click the direct link to the Partner Education Connection (PEC) application.

**27. In the Certifications & Specializations module, is there a way for partners to see/track a holistic view of all certifications and specializations and which employees are being used to meet those requirements?**

Yes. This information can be viewed on the “Specialization” tab of the module.

**28. In the Certifications & Specializations module, can users see the status of exams for each employee (for example, whether they have one in process)? Or does it just show when their certifications expire?**

The module does not show status of exams, but it shows when certifications expire.

**29. In the Certifications & Specializations module, why are some certified individual fields blank?**

This could indicate that the partner was previously awarded this specialization but is now noncompliant. If one partner employee leaves, the Partner Admin needs to assign someone new to that job role to maintain compliance.

**30. In the Available Promotions module, which promotions are shown?**

The module shows all available promotions based on partner location, transaction date, sales path, certifications, specializations, authorizations, registered partner, and buy method. STI- and contract-based promotions are not shown. To verify the eligibility of a promotion for a deal, click on the Cisco Commerce Workspace link.

**31. Is there a way to allow partners to have a “parking space” in My Cisco for helpful links they use on a regular basis?**

My Cisco offers a bookmark module to serve this purpose. Use the My Cisco Menu to bookmark the page you are on.

**32. In the Recent Service Requests module, if an end customer opens a Cisco Technical Assistance Center (TAC) service request, how will a partner be notified?**

If the partner is a contact in the service request (is associated with the service contract), he or she will have access to the service request and it will be shown on the module.

**33. In the Customer Satisfaction module, how can I see data from previous quarters?**

To view data from previous quarters, visit the Partner Access Online (PAL) tool which is linked to this module through single sign-on.

**34. In the Partner Event Calendar module, why is my module showing no event?**

Partner Event Calendar requires a subscription. Please go to the source application link to register. As of May 2012, over 200 countries are supported. If your country is not yet supported, you will not be able to create a profile.

**35. In the Partner News module, what is the difference between “Partner News” and “Worldwide News”**

Based on the profile created by the user, Partner News will show news for the user’s country in their local language. Worldwide news is not profile-dependent. It shows general news from Cisco headquarters in English and is applicable to all partners.



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