

# Cisco Continuing Education Program

## Frequently Asked Questions

Question: Who is eligible for the Cisco Continuing Education program?

Answer: To be eligible for the Cisco Continuing Education Program, candidates must meet these requirements:

- Hold a valid Expert-level certification in one or more of these tracks: Collaboration, Routing and Switching, Data Center, Design, Security, Service Provider, or Wireless
- Have a certification status of Active, Suspend, or Emeritus

Those with Emeritus status who cannot become active again by passing only a written exam OR who have achieved Emeritus status by earning Business Transformation certifications are NOT eligible for this program.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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Question: When will Expert-level candidates be able to start earning credits to recertify through the Continuing Education Program?

Answer: Beginning June 6, 2017, any Expert-level certification holder can choose from the list of pre-approved courses and offerings to earn credits towards recertification. Courses completed prior to June 6, 2017 are not eligible.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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Question: How many credits will Expert-level certification holders need to recertify through the Continuing Education Program?

Answer: Expert-level certification holders need to earn 100 credits and pay the Continuing Education Program administrative fee.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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Question: Will my lower level certifications be renewed if I recertify my Expert-level certification by completing the Continuing Education Program?

Answer: Yes. The Continuing Education Program provides Expert-level certification holders with an alternate path to recertification. The policy on recertification after completion of requirements remains exactly the same as the current Cisco exam recertification policy.

For more information, visit [How to Recertify](#).



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Question: What do Expert-level certification holders need to do to recertify using Continuing Education?

Answer: There are three steps for recertification:

1. First, the candidate logs in to <https://ce.cisco.com>, agrees to the terms and conditions, and enrolls in the program.
2. The candidate then accumulates and reports the required number of credits before the certification expires.
3. The candidate pays the continuing education administrative fee before the certification expires.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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Question: Do Expert-level certification holders have to enroll in the Cisco Continuing Education Program?

Answer: Yes. Expert-level certification holders who are eligible for this program must enroll by logging in with their Cisco.com username and password at <https://ce.cisco.com> and then agreeing to the terms and conditions.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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Question: What should I do in case my Expert-level certification expires while enrolled in the Continuing Education Program?

Answer: If your status expires while enrolled in the Continuing Education Program, you must recertify by passing required exams, as under the current Cisco exam certification policies. All the credits accumulated through the program will be marked as expired.

For more information, visit [How to Recertify](#).

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Question: What are the policies around how I can use the Continuing Education Program credits I accumulate?

Answer: Credits accumulated as part of the Continuing Education Program are governed by the following policies:

- i. Credits once earned, will be valid for 3 years from the date they were earned as long as they are NOT redeemed or do not meet any expiration criteria
  - ii. Credits will expire if a new recertification cycle starts either by passing an exam, or recertifying some other credential
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- iii. Credits earned for a given course can only be counted once within the recertification cycle. Repeating the same course will not count towards recertification credits
  - iv. Credits, once used, cannot be reused for any other certification track or level
  - v. Credits must be used before they expire or during the certification cycle that they were earned
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**Question:** At what point in time during my Expert-level certification cycle can I choose to recertify using the Continuing Education Program?

**Answer:** You can use Continuing Education Program to recertify as long as your Expert-level certification status does not expire prior to completion of the required credits and paying the required administrative fee.

For more information, visit [How to Recertify](#).

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**Question:** I have multiple Expert-level Cisco certifications. Do I need to recertify each one using Continuing Education Program?

**Answer:** Once you recertify any one Expert-level certification using Continuing Education Program, all certifications across the same level and lower levels will be recertified as under the current Cisco recertification policy.

For more information, visit [How to Recertify](#).

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**Question:** What courses and activities are available through the Continuing Education Program do I need to complete to renew my Expert-level certification?

**Answer:** For a list of pre-approved Continuing Education learning courses and offerings, download the Continuing Education items summary or logon to [Continuing Education platform](#) and click on 'Item Catalog'.

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**Question:** When do I pay my Continuing Education Program administrative fee?

**Answer:** Once you have accumulated and reported the required number of credits, you will be directed by the system to pay your Continuing Education Program administrative fee before your Expert-level certification is renewed.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).

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**Question:** What is the administrative fee for the Continuing Education Program?

**Answer:** The Continuing Education Program administrative fee is \$300.00. For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation)



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Question: What can I do to dispute a claim that has been denied or pending for excessive period?

Answer: Open a case by logging into Continuing Education Program portal>Help>Open a Case.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation)

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Question: In the 'Certification Summary' area of the Continuing Education Program portal, why does it show negative 'Days to Expire' field?

Answer: A minus sign in the Days to Expire field means that the status of the certification is either Suspend, Emeritus, or Expired.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation)

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Question: In the 'My Items' table on the [Continuing Education Program portal](#), why are some credits shown with an expiration date and some without?

Answer: Only credits with the status 'Earned' will have an expiration date against them. Earned credits are valid by default for 3 years or until they are redeemed, whichever comes first.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation)

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Question: What will happen if I recertify my Expert-level certification by passing the designated recertification exam while I am in the middle of earning credits through the Continuing Education Program?

Answer: If you recertify by passing the designated recertification exam while also earning credits through Continuing Education Program, then all the credits in Continuing Education Program with a status of 'Earned' and 'Pending' will expire.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation)

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Question: How do Expert-level certification holders log into Continuing Education Program portal?

Answer: Logon to <https://ce.cisco.com> and enter your Cisco.com username and password. For any support related to your Cisco.com username and password, please log a ticket at <http://ciscocert.force.com/english>.



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## Frequently Asked Questions

Question: What is the URL to log in to the Continuing Education Program portal?

Answer: <https://ce.cisco.com>

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Question: How do Expert-level certification holders enter credits into the Continuing Education Program portal?

Answer: Once you log into <https://ce.cisco.com>, follow the below steps to submit credits for validation:

- Click on 'Submit Items'
  - Enter information in the 'Item Type', 'Select Provider', 'Start Date' and 'Completion Date' fields
  - Check the 'Terms and Conditions' checkbox
  - Click 'Submit'
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Question: What are the Continuing Education Program portal requirements and browser support?

Answer: You can manage your certification account with desktop and notebook computers, as well as with tablets and smartphones using their Web browsers. All common Web browsers are supported, including Microsoft Internet Explorer 6 and higher, Microsoft Edge, and current versions of Google Chrome, Mozilla Firefox and Opera.

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Question: Where can Expert-level certification holders view the Continuing Education Program courses and offerings?

Answer: Expert-level certification holders can logon to <https://ce.cisco.com>. Click on 'Item Catalog' to view the pre-approved courses and offerings available to earn the required credits. You can customize your search based on the search options provided.

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Question: Are Associate- and Professional-level certification holders eligible to recertify using the Cisco Continuing Education Program?

Answer: No. Currently only Expert-level certification holders are eligible for the Cisco Continuing Education Program.

For more information, visit [www.cisco.com/go/continuingeducation](http://www.cisco.com/go/continuingeducation).



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**Question:** How do I demonstrate completion of a Cisco Digital Learning self-paced training that is part of the Continuing Education Program catalog?

**Answer:** These self-paced trainings provide a means to obtain a 'certificate of completion' that can be uploaded during submission of the training claim. The process to obtain the certificate of completion for the various self-paced trainings will be documented within the product or as part of the purchase process.

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