



# How to Access and Redeem Cisco Certification Exam Discount Vouchers Step-by-Step Guide

August 2013



# How to Access and Redeem a Cisco Certification Exam Discount Voucher

**1. Establish your eligibility and ensure that your data is accurate**

**A** Receive Discount Voucher Eligibility email notification

**B** Request Voucher link appears on your homepage

**C** Verify that your name and email address in NetSpace profile are accurate



**2. Request your discount**

**D** Click **Request Voucher** link, confirm name and email address

**E** Enter your mailing address & click Submit

**F** Return to your homepage. Request link has disappeared

**G** Track your Request Status through your profile



**3. Verify your data and process your discount request**

**H** Check data in email verification and click the link to verify your email address

**I** Receive Cisco certification tracking system login email (no action required)

**J** Receive Cisco exam discount information and authorization to test email



**4. Register for your exam and redeem your discount**

**K** Go to Pearson VUE site & follow prompts to register for exam

**L** As needed, create web account and receive Pearson VUE username and password. Ensure that all account data matches data in your exam discount email

**M** Schedule your exam, enter your promotion code & pay remaining balance

**N** Receive testing date confirmation & exam day information

# Discount Voucher Eligibility Criteria

Discount vouchers are available for the following Cisco certification exams:

ICND1  
ICND2  
CCNA Composite  
CCNA Security IINS

To qualify for a discount voucher you must meet the following criteria:



# Request Your Voucher Important Updates:

**Certification Exam Discount vouchers will be available for all *new* CCNA exams starting 13 September 2013. Please plan accordingly:**

- All students who have requested or will request a voucher prior to 13 September 2013 must schedule and take your exam before 30 September 2013. Your voucher will not be good for the new exam.
- If you plan to take your exam after 30 September, please wait until after 13 September to request your voucher.

The validity period of vouchers for the new CCNA exams will be temporarily extended to six months. As a result, **all CCNA vouchers requested between 13 September 2013 and 13 March 2014 will have a six-month validity period.** This extension gives students extra time to prepare for the new CCNA exams.

# Tips to Receive Your Voucher Without Delay

- After scoring 75% or higher on your final course exam, ensure your instructor passes you in the grade book. Your request voucher link will appear on your homepage 72 hours after you are marked as complete in the grade book.
- Make sure your NetSpace profile is up-to-date, especially your email address. It may take up to **8 days** to receive your email validation notice. Track the status of your request through your NetSpace profile.
- Do not register with Pearson VUE until you have received your voucher discount details – this may take up to 3 days after you verify your email address.
- When you register with Pearson VUE, make sure you enter your account details exactly as they appear on your Exam Discount Information email from Cisco.
- Reach out for support when you need it. You can find more details within the [Voucher FAQs](#).

# Voucher Policies

## Discount Availability Period

Discounts must be requested within **the limited validity period**. To use this discount you must go through and complete the discount request process and take the exam before the expiration date. **You must request your discount before the expiration date.**

- Discount vouchers **may not be sold** and are **for the sole use of Networking Academy students and instructors** who have met the eligibility criteria outlined by Cisco Networking Academy. Individuals or Cisco affiliated partners who use certification discount vouchers or promotional codes that are fraudulent or otherwise obtained from an unauthorized source (including legitimate vouchers for attempted re-use) may risk a lifetime ban on all future exams, the nullification of all previous certifications, or other program sanctions at the discretion of Cisco. **Cisco will not compensate candidates for fraudulent vouchers** or vouchers obtained from an unauthorized source.
- Exam discounts must be used in the same region where you completed your Networking Academy training.
- Exam discounts must be used and you must take your exam by the expiration date. **No extensions, exchanges or refunds will be given.**
- Cisco cannot make changes to discount requests after they have been submitted.
- The exam discount is **valid for one use only**. Students who fail the certification exam will not be issued a second exam discount.
- Exam discount promotions, validity periods, and exam prices are **subject to change**. These changes may occur without notice. Please request and redeem your discount in a timely manner to avoid being affected by any changes.

*Discount voucher eligibility indicates success in a Networking Academy course. It does not guarantee a passing score on a certification exam. Cisco encourages you to prepare well for the certification exam to maximize your chances of passing.*

# Step A

A

Receive Discount  
Voucher Eligibility  
email notification

**From:** Networking Academy Admin  
**Sent:** Friday, November 09, 2012 5:11 PM  
**To:** Kenneth Nguyen  
**Subject:** Eligibility for Certification Exam Discount Voucher!

Congratulations! You have qualified to receive a discount on the price of your Cisco certification exam.

To request your discount voucher and schedule your exam, click the Request Voucher link on your NetSpace Home page and follow the prompts. Please make sure all your data in your NetSpace profile is accurate, especially your email address.

Please access the Certifications and Vouchers help page should you need any additional information:

[https://www.netacad.com/group/offerings/all-resources/-/document\\_library\\_display/PKecjqM38xNC/view/11378635?](https://www.netacad.com/group/offerings/all-resources/-/document_library_display/PKecjqM38xNC/view/11378635?)

We wish you the best of luck as you advance your career opportunities by getting your Cisco Certification!

Cisco Networking Academy Team

# Steps B, C, and D

The screenshot shows the Cisco Networking Academy NetSpace homepage. At the top, the Cisco logo and 'Cisco Networking Academy' are displayed. A navigation bar includes 'NetSpace Home', 'About Us', 'Program', and 'Offerings'. A 'Welcome to NetSpace' banner is present. Below, a 'Learn' section highlights 'Access the Courses You are Taking'. A table lists courses, with 'CCNA D2 voucher20' selected. The 'Actions' column for this course contains 'View Historical Courses' and 'Request Your ICND1 Voucher'. A 'Welcome, Voucher 020, Sign Out' message is visible in the top right corner.

Course	Actions
CCNA D2 voucher20 CCNA Discovery 2: Working at a Small-to-Medium Business or ISP TSI CA Two	View Historical Courses Request Your ICND1 Voucher

**C** Verify that your name and email address on your NetSpace profile are accurate

**B** Request Voucher link appears on your homepage

**D** Click **Request Voucher** link, confirm name and email address



# Step E

This is how your name will appear on your certification certificate if you pass the exam. If this is not correct or you would like to change it to match your ID, please update your user profile by clicking on your name at the top of the screen.

You must complete this prior to submitting your discount request for the change to appear on your certificate.

It is critical for your email address be an account you will have access to until after you take your certification exam, since this is how exam details are communicated to you.

We will verify this address by sending an email after you submit this request. Please click the link in the email to complete the verification process. **Your discount will not be processed until you complete this step.**

Click  
Submit

## Confirm your Discount Information

1. Ensure your first and last name match the identification you will be using when you test. 

First Name \*

Voucher

Confirm  
your name

Last Name \*

020

Name as it would appear on the certification certificate: Voucher 020  
Academy Connection ID: 20023402

2. Ensure your email address is correct. 

Email Address: rvogt+voucher020@cisco.com

3. Provide the mailing address to ship the certification certificate to

Address Line 1 \*

123 Maple Lane

Enter your  
mailing  
address

Address Line 2

Address Line 3

City \*

State \*

Postal Code \*

Country/Region \*

Select One

\*Required Field

Submit

E

Enter your  
mailing  
address &  
click  
Submit

Note your  
Academy  
Connection  
ID # and  
verify your  
email

**PLEASE NOTE:** If you click Submit prior to 13 September you must take your exam before 30 September to use your voucher. If you can not take your exam before 30 September wait until after 13 September to press Submit.

# Step F



**F** Return to your homepage. Request link has disappeared

NetSpace Home

About Us ▾

Program ▾

Offerings ▾

### Welcome to NetSpace

#### Learn

#### Access the Courses You are Taking

CCNA Discovery 2: Working at a Small-to-Medium Business or ISP  
Chemeketa Community College

[Non deleted regular D2 Eng](#)

CCNA Discovery 2: Working at a Small-to-Medium Business or ISP  
Chemeketa Community College

[not deleted CCNAS 1.0](#)

CCNA Security  
Chemeketa Community College

Actions



[View Historical Courses](#)

#### My Task

Your class

#### Acad

Locate a courses

[Use the](#)

#### Did Y

You can  
CCNA ex

# Step G

G

Track your Request Status through your profile

NetSpace Home | About Us | Program | Offerings

### Networking Academy User Profile

This is your User Profile. You can return here anytime to change your preferences by clicking on your name in the help corner at the top of the page. Please make sure all required fields (identified with \*) are completed before proceeding.

User ID: 0000-0102  
Academy Connection ID: 20020402

Profile:

Final Name:

Local Name:

First Name:

Last Name:

File:

Email Address:

Screen Name:

Country/Region:

Country:

State:

City:

Language:

Time Zone:

Phone Number:

Country/Region Code:

Card:

Card:

Notification Preferences

Change Cisco.com Notifications

Subscribe to NetAcad Program emails

Subscribe to online emails

Ask me to provide program feedback

Do you want to be able to receive communication from other users?

Allow other users to search for me

Change Password

Change Password

Link To Your Academy Connection Account

If you have an existing Academy Connection account, please click below to link this account to it. This will ensure a smooth continuation of your data. This process will only take a few minutes.

Link to existing Academy Connection Account

Certification Exam Discounts and Vouchers

Certifications and Discounts FAQs

Pending (1)

### Certification Exam Discounts and Vouchers

Certifications and Discounts FAQs

Pending (1)

ICND1

Expiration Date	05/30/2013
Discount Percentage	100.0%
Discount status	Waiting for email verification message to be sent

Available (0)

Expired or Cancelled (0)

Status message 1: after request

### Certification Exam Discounts and Vouchers

Certifications and Discounts FAQs

Pending (1)

ICND1

Expiration Date	05/15/2013
Discount Percentage	58.0%
Discount status	You have not verified your email (last sent to you on 10/16/2012)

Resend Email

Available (1)

Expired or Cancelled (1)

Status message 2: after verification email sent

If you need to resend your verification email, you may do so by clicking here

Before proceeding with the next steps, you must wait at least 24 hours to receive your information verification email



If you do not receive the email after 8 days you can retrigger the email verification on your profile.

# Step H

H

Check data in email verification and click the link to verify your email address

exam-promotions@cisco.com Add to contacts  
To testinglizzy20@hotmail.com

Verification email sent from exam-promotions@cisco.com

\*\*Please do not reply to this email\*\*

Hello NAName Samantha Larson-Morgan,

You are receiving this email because you are eligible for a exam opportunity with Cisco Test Delivery Partner. By verifying your email address you accept to be com

Registration Details:

Candidate Name: NAName Samantha L  
Cisco Networking Academy ID: 8059146  
Exam Name: ICND1  
Exam Code: 640-822

If your name or email address is not correct, do not click the link to verify. Return to your NetSpace profile and

1. Update your name or email address and save.
2. Review your voucher status in Pending tab
3. Click **resend email**
4. A new verification email will be sent to you with your corrected name or email address.

By clicking the URL below you are:

- Validating your email address
- Validating your information for a exam opportunity with Cisco Test Delivery Partner

Important: If your name or the registration information above is incorrect, please do not click the URL below. Instead, contact the person who registered you for this course to make the correction.

Otherwise, if the information above is correct, please click the URL below to validate your email address:

<http://tools-stage.cisco.com/locsp/verify.do?reg=2000038&veri=HRJQNLRZZGLF100733NUJIMOXKZZYOB>

Thank You,  
Learning@Cisco

After verifying your name and email, click the link to accept the exam registration details

Certification Exam Discounts and Vouchers  
Certifications and Discounts FAQs

Pending (2)

CCNA Security for Students

Expiration Date	05/18/2013
Discount Percentage	50.0%
Discount status	Confirmation in Progress (Email verified on 10/19/2012)

ICND2

Expiration Date	05/22/2013
Discount Percentage	58.0%
Discount status	Confirmation in Progress (Email verified on 10/23/2012)

Status message 3: after email verification

Available (0)

Expired or Cancelled (0)

# Step 1

1  
Receive Cisco certification tracking system login email (no action required)

The screenshot shows an email client interface. At the top, there is a toolbar with buttons for 'Compose Message', 'Delete', 'Reply', 'Forward', 'Spam', 'Print', and a settings icon. Below the toolbar is a sidebar with a list of folders: 'Inbox' (highlighted in purple with a '1' and a refresh icon), 'Drafts', 'Sent', 'Spam', 'Trash', 'Folders', 'Online Contacts', 'Facebook Friends', 'Applications', and 'All My Purchases'. The main content area displays an email titled 'New Account Activation'. The email body contains the following text: 'Dear DCTfname96 Ryan,', 'Your new CSC0 ID is: CSC012084587', 'Your user login to access the Cisco Certification Tracking System has been created.', 'To activate your account, please go to <http://i7lp.integral7.com/cisco>', 'Your account authorization code is: SoSAIOGw', and 'Please note that the account authorization code will expire on 02/06/2012.'

This is a standard system generated email from CiscoTraining-notify@cisco.com. **No action is required (you do not need to activate account).**

Before proceeding with the next steps, you must wait 2 to 4 days to receive your Exam Discount Information and Authorization to Test email from Cisco.



# Step J

**J** Receive Cisco exam discount information and authorization to test email

Congratulations! Your discount is ready to be used. You can now register with Pearson VUE to take your exam using your discount.

#### Discount Holder Information

**First Name / Given Name:** DCTfname91  
**Last Name / Family Name:** Madison  
**Email Address:** naptuser311@hotmail.com  
**Cisco ID (CS CO):** CSC012084582  
**Mailing Address:** netacad  
san jose, ca 99999  
**Cisco Networking Academy ID (Academy Connection):** 8059124

If registering online for the exam, the above information must be entered exactly as shown into the Pearson VUE registration system

#### Discount Information

**Exam Code:** 640-822  
**Exam Name:** ICND1  
**Number of Exam Attempts Authorized:** 1  
**Promotion Code:** TESTNWAICND1100  
**Discount Percentage:** 100 %  
**Expiration Date:** January 16, 2013

Please note the expiration date of your discount cannot be extended. No exchanges or refunds will be made.


#### Instructions on How to Register for Your Exam

If the details of your discount information are incorrect, or to contact an agent directly, please contact Pearson VUE.

#### Certification Exam Discounts and Vouchers

[Certifications and Discounts FAQs](#)

Pending (1) 

Available (1) 

#### ICND1

CSCO ID	TESTCSCOID
Promo Code	TESTNWA80
Expiration Date	05/16/2013
Discount Percentage	58.0%
Discount status	Complete

Expired or Cancelled (1) 

Status message 4:  
after exam discount  
information and  
authorization to test  
email sent

Please read the instructions to register carefully. It is **critical** that the information you enter on Pearson VUE pages is **exactly the same** as the information provided in this email: your name, email address, and Academy Connection ID. If you enter information incorrectly on the Pearson VUE site, you will not receive your discount.



# Step K

**K** Go to Pearson VUE site & follow prompts to register for exam

1

Go to [www.pearsonvue.com/cisco/](http://www.pearsonvue.com/cisco/) and click **Schedule a Test** on the right panel

## Cisco® Testing

Cisco Career Certifications and specialist qualifications are your path to further your professional opportunities. For more details on our programs please visit [www.cisco.com/go/certifications](http://www.cisco.com/go/certifications)

- [Test Scheduling](#)
- [Cisco Certification News](#)
- [Program Information](#)
- [Test Preparation](#)

### Test Scheduling

Appointments may be made in advance or on the day you wish to test, subject to availability. Pearson VUE offers a variety of scheduling options—

- [Schedule Online](#)
- [Schedule By Phone](#)
- [Schedule Through Test Center](#)



- [Locate a Test Center](#)
- [Schedule a Test](#)
- [Reschedule a Test](#)
- [Cancel a Test](#)
- [My Account](#)
- [View Available Tests](#)
- [Customer Service](#)

2

Click on **Career Certifications and Specialization Exams**

## Cisco® Testing

### Career Certifications and Online Exams

Select a program below to schedule your test appointment.

- [Career Certifications and Specialization Exams](#)
- [Online Exams](#)



- [Locate a Test Center](#)
- [Schedule a Test](#)
- [Reschedule a Test](#)
- [Cancel a Test](#)

3

Sign in or create account

If you have never used our site before, you will need to [create a web account](#) before you can sign in. If you have taken a test before, but do not remember your username or password, please use the links on the right.

#### Returning users:

If you have previously taken a test with Pearson VUE, but do not remember your username or password, please use the links on the right. Some testing programs require a separate web account. If your existing login is not accepted, it may mean that you have not yet registered with the selected testing program. To do so, follow the link to [create a new web account](#).

#### Online Services

After you sign in, you can schedule/change your test appointments, view your testing history and view/modify your personal information.

Username:

Password:

[Sign In](#)

[I forgot my username.](#)

[I forgot my password.](#)

[Create a web account](#)

# Step L

1

It is critical that the information you enter on these pages is exactly the same as the information in the Exam Discount Information email (your name, email address, Academy Connection ID). If you enter information incorrectly you will not receive your discount.

Enter your Cisco ID from your Exam Discount Information email

L As needed, create web account and receive Pearson VUE username and password. Ensure that all account data matches data in your exam discount email

2

3

4

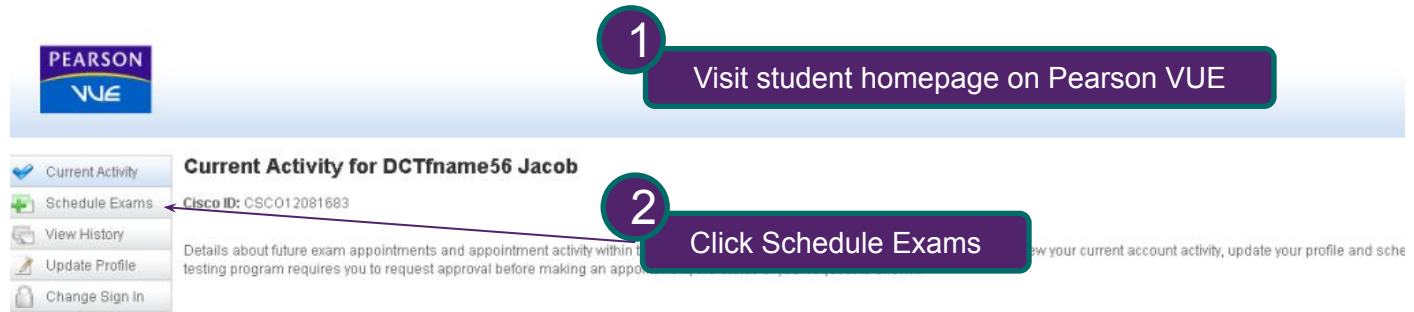
5

Receive account confirmation email with Pearson VUE username and password

# Step M, Steps 1-4 of 7

M

Schedule your exam, enter your promotion code & pay remaining balance



PEARSON VUE

Current Activity for DCTfname56 Jacob  
Cisco ID: CSC012081683

Details about future exam appointments and appointment activity within the testing program requires you to request approval before making an appointment.

1 Visit student homepage on Pearson VUE

2 Click Schedule Exams

3 Select your exam

4 Select your testing center

3

Select your exam



PEARSON VUE

Current Activity  
Schedule Exams  
View History  
Update Profile  
Change Sign In  
Sign Out

**Schedule Exam(s): Select Exam(s)**

Testing Program > Exam > Test Center > Appointment > Review > Payment > Confirm > Receipt

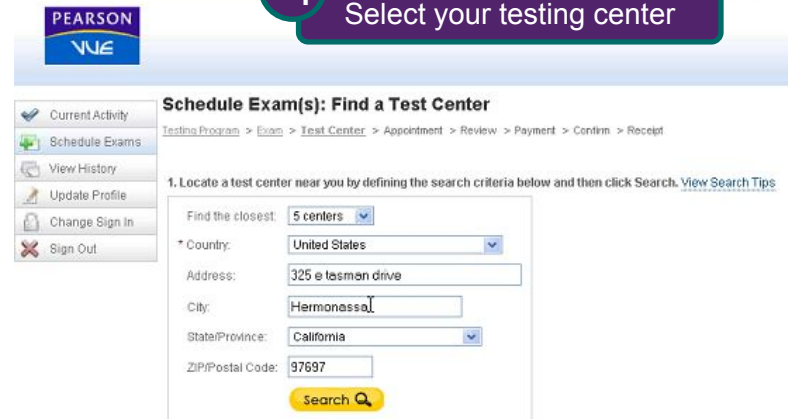
1. Select the exams that you wish to schedule.  
To change the way the list is sorted, click the column heading.

represents online exams.

Exam Code	Exam Name
<input type="checkbox"/> 350-001	Routing and Switching written
<input type="checkbox"/> 350-018	CCIE Security written
<input type="checkbox"/> 350-029	CCIE Service Provider written

4

Select your testing center



PEARSON VUE

Current Activity  
Schedule Exams  
View History  
Update Profile  
Change Sign In  
Sign Out

**Schedule Exam(s): Find a Test Center**

Testing Program > Exam > Test Center > Appointment > Review > Payment > Confirm > Receipt

1. Locate a test center near you by defining the search criteria below and then click Search. [View Search Tips](#)

Find the closest: 5 centers

\* Country: United States

Address: 325 e lasman drive

City: Hermonessa

State/Province: California

ZIP/Postal Code: 97697

Search

# Step M, Steps 5-7 of 7

M

Schedule your exam, enter your promotion code & pay remaining balance

**PEARSON VUE**

**Schedule Exam(s): Review Appointment Details**

Testna Program > Exam > Test Center > Appointment > Review > Payment > Confirm > Receipt

**Contact Information**

If any of your contact information is incorrect, please [update your profile](#) before continuing.

**Name:** DCThame88 Samartha    **Address:** 228 Samartha Way  
Hampden, CA 97687  
United States

**Email:** netcadtest124@yahoo.com  
**Telephone:** +1 910-668-0135

**Your appointment details.**

Apply vouchers or promotions to this order below.

Description
640-816 Interconnecting Cisco Networking Devices Part 2 Wed, 25 Jan 2012, at 2:00 PM at Test Lab NO TESTS DELIVERED, San Jose, CA, United States

Exam Total
Tax
<b>Total Due</b>

**Voucher**

To use a voucher for payment, enter the number and click **Apply Voucher**. If the voucher is valid, your Total Due amount above will be adjusted.

Voucher Number:  **APPLY VOUCHER**

**Promotions**

To use a promotion code for payment, enter the code and click **Apply Promo Code**. If the code is valid, your Total Due amount above will be adjusted.

Promotion Code:  **APPLY PROMO CODE**

If you have multiple voucher or promotion codes, enter one code and click the button.

5

Enter exam promotion code

6

Promotion code is accepted and discount is applied

**PEARSON VUE**

**Schedule Exam(s): Review Appointment Details**

Testna Program > Exam > Test Center > Appointment > Review > Payment > Confirm > Receipt

**Please provide the following information:**

Fields with \* are required.

**Exam:** 640-816: Interconnecting Cisco Networking Devices Part 2

**Cisco Testing Registration Questions**

Do you accept the terms and conditions of the Cisco Certification and Confidentiality Agreement? Registration cannot be completed if you refuse. If you accept now, but refuse when you sit for this exam, it will be terminated and your entire exam test forfeited. For further information: [http://www.cisco.com/web/learning/downloads/Cisco-Career-Certifications-and-Confidentiality-Agreement\\_v16.pdf](http://www.cisco.com/web/learning/downloads/Cisco-Career-Certifications-and-Confidentiality-Agreement_v16.pdf)

Yes, I accept  
 No, I do not accept

**Next >>**

7

Review your appointment details

# Step N

N

Receive testing date confirmation & exam day information

Your testing date confirmation email will include:

- Your name and contact information
- Your order confirmation number
- Location and directions to the testing center
- Instructions on what to bring
- Important policies related to taking the exam

Please read the email carefully.

Email Example  
Order Confirmation  
Order Number: 0005-0677-7953  
Exam Registration  
Exam: Troubleshooting and Maintaining Cisco IP Networks  
Quantity: 1  
Price: \$US 200.00  
Candidate:

Kelly Lee  
100 Terman dr.,  
San Jose, CA 95134  
USA

Phone: 6335115345

Appointment Time: 31 Oct 2011 at 12:00 (12:00 PM)

Duration: 185 Minutes

Location:

Education Plus  
SCO-629 ,3rd Floor,  
Santa Clara  
CA  
USA  
Phone: 4089345678

Accommodation: Granted:

Cisco Systems, Inc. - Automatic English Time Extension

Directions: Education Plus is located in the main commercial complex of SCO Business Plaza

Exam Policies

Admission Policy: For Troubleshooting and Maintaining Cisco IP Networks :

We ask that you arrive at the testing center 15 minutes before your scheduled appointment time so that you have time to complete the picture ID.

If you arrive more than 15 minutes late for an exam and are refused admission, payments are due for the exam and delivery fees. All Cisco exams are "closed book." You are not allowed to take books, calculators, or backpacks into the testing center area. All cell phones must be turned off.

Upon exam completion, the proctor will escort you out of the testing room. You need to surrender your laminated marker board at the testing center.

Note: Before receiving certification, you must sign the Cisco Certifications Agreement. This can be done electronically at the end of any Cisco exam. To renew the Cisco Certifications Agreement before your exam appointment, visit [www.cisco.com/go/cert](http://www.cisco.com/go/cert).

Reschedule Policy: For Troubleshooting and Maintaining Cisco IP Networks :

If you wish to reschedule your exam, you must contact Pearson VUE one business day prior to your exam appointment. If you reschedule an exam less than 24 hours in advance, you will incur the forfeit-exam fee. Exam fees are also due for the exam.

Cancel Policy: For Troubleshooting and Maintaining Cisco IP Networks :

If you wish to cancel your exam, you must contact Pearson VUE one business day prior to your exam appointment. If you cancel an exam less than 24 hours in advance, you will incur the forfeit-exam fee. Exam fees are also due for the exam.

Additional Information: For Troubleshooting and Maintaining Cisco IP Networks :

Please note that your "appointment length" may include time for non-scored sections such as surveys or tutorials. The appointment length does not necessarily reflect the total amount of time allotted for the actual exam. The majority of exams are 180 minutes in length.

Once passed, a candidate must wait a minimum of 180 days before taking the same exam with an identical exam number. Candidates may only take a beta exam once. Candidates who fail an exam must wait a period of the ☺ calendar sooner than the following Monday. For more information on Cisco's exam policies, visit [www.cisco.com/go/exampolicy](http://www.cisco.com/go/exampolicy).

Pearson VUE will not be held responsible for expenses incurred beyond the cost of the exam, including but not limited to travel expenses and lodgings on the day of the exam.

Pearson VUE's goal is to make your testing experience a pleasant one. We thank you for selecting Pearson VUE as your testing service provider and look forward to serving you again. Please feel free to contact us with your comments.

Congratulations, you have completed the process to access and redeem your exam certification discount

We wish you the best of luck with your studies and exam.

Thank you.



Cisco Networking Academy  
Mind Wide Open