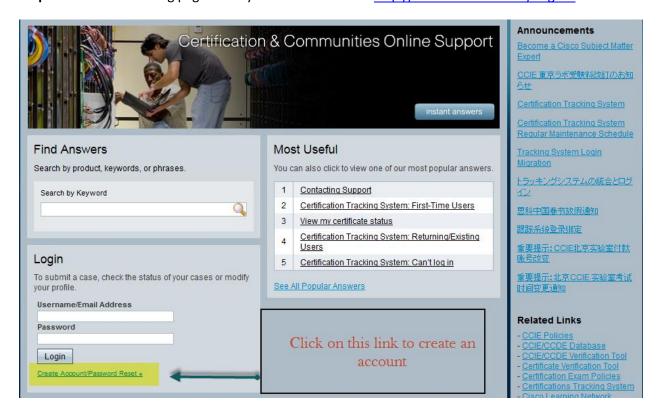
There is no longer any email alias to use for assistance with Cisco Learning Credits. All support requests on Learning Credits must be creation of a case submitted through the Certification Online Support Tool.

Access the <u>Certification & Communities Online Support Tool</u> at the following: http://ciscocert.force.com/english

If this is your first time accessing the tool and you are not able to login to the site, you must create a profile for access. This is a one-time only task. You can also use the "Create Account/Password site" to change/update your password.

PLEASE NOTE: The Cisco Learning Credits Team is working on a *business day* schedule. Depending on the case volume, or the day the case is submitted, it can be up to 3 business days for response. (Cases submitted on Friday, over the weekend or on a US holiday, will not be addressed until at least the next business day)

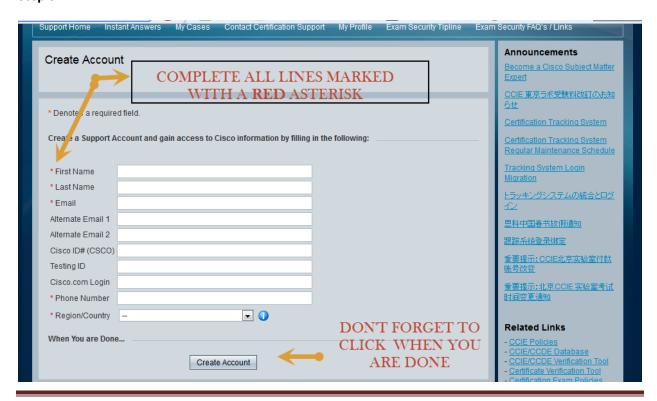
Step 1: This is the landing page when you click on the URL: http://ciscocertforce.com/english

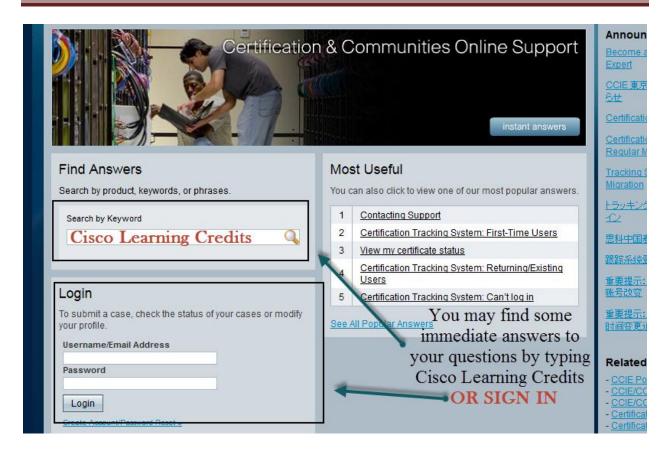


Step 2:



Step 3:





When you have logged in successfully to the case tool, click on the "contact certification support" tab at the top/center of the screen to create a case for product equals "Cisco Learning Credits"



For assistance outside of normal business day work hours, please do the following:

Telephone assistance(US/Canada):

Dial 1-800-553-6387

Option 4, Option 1 - Ask the Agent to "open a case for Cisco Learning Credits" These agents are not Cisco Learning Credits Agents, but will assist you with the case creation if needed.

For International calling assistance:

http://www.cisco.com/web/siteassets/contacts/international.html#~tab-d,?reloaded=true

Choose your country under certification support phone numbers listing and use Option 4, Option 1

Ask the Agent to open a case for "Cisco Learning Credits".

These agents are not Cisco Learning Credits Agents, but they will assist you in getting a case created for the Learning Credits Team to address during normal US business hours.

IMPORTANT:

All Sales Orders must be *Booked AND Invoiced* by Cisco before the Learning Credits Team has the ability to activate the Learning Credits for customer use. This is usually within 24 hours after the invoice has been generated.

Learning Credits are *not* available on the date that the order has been submitted to Cisco. Normal time for Credits Activation is 3-5 business days from the date the order is submitted.

If the Learning Credits are on the order with product and/or services, the credits will not be released to invoicing until at least some or all of the product/services ship. This is aligned with the manufacturing criteria of the order process.

Any Learning Credits needed *immediately* need to be processed stand-alone on an 'invoice only' order. This will cut the process time to 2-3 *business* days.