

Creating a Case on the Certification Online Support Tool for Cisco Learning Credits

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 [Certification & Communities Online Support Tool](http://ciscocert.force.com/english) 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>

Certification & Communities Online Support

instant answers

Find Answers
Search by product, keywords, or phrases.

Search by Keyword

Login
To submit a case, check the status of your cases or modify your profile.

Username/Email Address

Password

Login

[Create Account/Password Reset »](#)

Most Useful
You can also click to view one of our most popular answers.

- 1 [Contacting Support](#)
- 2 [Certification Tracking System: First-Time Users](#)
- 3 [View my certificate status](#)
- 4 [Certification Tracking System: Returning/Existing Users](#)
- 5 [Certification Tracking System: Can't log in](#)

[See All Popular Answers](#)

Click on this link to create an account

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- [CCIE 東京ラボ受験料改訂のお知らせ](#)
- [Certification Tracking System](#)
- [Certification Tracking System Regular Maintenance Schedule](#)
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Related Links

- [- CCIE Policies](#)
- [- CCIE/CCDE Database](#)
- [- CCIE/CCDE Verification Tool](#)
- [- Certificate Verification Tool](#)
- [- Certification Exam Policies](#)
- [- Certifications Tracking System](#)
- [- Cisco Learning Network](#)

Creating a Case on the Certification Online Support Tool for Cisco Learning Credits

Step 2:

Support Home **Instant Answers** **My Cases** **Contact Certification Support** **My Profile** **Exam Security Tipline** **Exam Security FAQ's / Links**

Login

To submit a case and access your support preferences login below:

Username/Email Address

Password

Login

If you do not have an account...

You can sign up for an account by filling out a simple form.

Create Account

If you forgot your password...

You can reset your password.

Account Assistance

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Step 3:

Support Home **Instant Answers** **My Cases** **Contact Certification Support** **My Profile** **Exam Security Tipline** **Exam Security FAQ's / Links**

Create Account

COMPLETE ALL LINES MARKED WITH A RED ASTERISK

* Denotes a required field.

Create a Support Account and gain access to Cisco information by filling in the following:

* First Name

* Last Name

* Email

Alternate Email 1

Alternate Email 2

Cisco ID# (CSCO)

Testing ID

Cisco.com Login

* Phone Number

* Region/Country

When You are Done...

Create Account

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You may find some immediate answers to your questions by typing **Cisco Learning Credits** **OR SIGN IN**

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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"**

cisco. Certification & Communities Online Support

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Instant Answers
Search by product, keywords, or phrases.

Search by Keyword
Cisco Learning Credits

[Advanced Search](#)

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[Certification Tracking System](#)

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

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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.