

## Cisco Online Exams Frequently Asked Questions

### Which exams have moved online?

Both the SMB and Lifecycle Services programs were previously administered in testing centers.

The following exams are now available online via Pearson VUE: 650-716, 650-711, 642-176, 646-171, 650-173, 650-178, 650-575 and 650-393. In addition, the following tests will be published soon: 650-621, 650-059 and 650-251. A complete list of Cisco online exams is posted on the Pearson VUE website at [www.pearsonvue.com/cisco/online](http://www.pearsonvue.com/cisco/online).

### How do I register for a Cisco online exam?

When you are ready to take your exam, go to [www.pearsonvue.com/cisco/online](http://www.pearsonvue.com/cisco/online), and follow instructions under "Register an Exam". If you have not tested with Cisco before, you will need to create an account before proceeding. If you have previously tested with Cisco and have a Cisco Certification ID (CSCO ID), you can use that ID to look up your username and PIN for entering the exam site.

### How will I receive the results from my online exam?

Your exam results will be presented on screen at the completion of your exam. Your official results will be posted to the Cisco Certifications website ([www.cisco.com/go/certifications/login](http://www.cisco.com/go/certifications/login))

### I have forgotten my username and PIN. What should I do?

If you have forgotten your username and PIN for the Internet-Based Testing Site, please contact Pearson VUE for this to be resent to you. Do not create a new record as this will result in you holding two CSCO IDs and your results may not be recognized. [www.pearsonvue.com/contact/](http://www.pearsonvue.com/contact/)

### How do I register for a Smart Care exam?

If you have been given a Smart Care access code, then you must enter this when creating an account with TesTrac. For candidates who have a CSCO ID, please enter your Smart Care access code when you look up your ID and PIN on the TesTrac website.

For new candidates, your Smart Care access code must be entered when you create an account. If you do not enter your Smart Care access code at that time, please contact Pearson VUE with your access code, and the exams will be assigned to you.

### Who delivers the IBT exam?

Pearson VUE's online test delivery partner, TesTrac, delivers the online exams. Previous to this, online exams were delivered by CatGlobal.

### I already have an account with CatGlobal. What should I do?

The CatGlobal system has now been retired. All new exams must be taken at [www.testrac.com/pvuecisco](http://www.testrac.com/pvuecisco). All of your exam results will be recognized by Cisco.

### Who do I contact for technical support on my IBT-delivered exam?

Contact Pearson VUE's global support centers Contact details can be found at: [www.pearsonvue.com/contact/](http://www.pearsonvue.com/contact/)

### How do I order vouchers for IBT-delivered exams?

You may purchase vouchers for IBT-delivered exams as you would for other Cisco exams through the Pearson VUE voucher store at <http://pearsonvue.com/vouchers/>. Vouchers may be used in the TesTrac system from November 5, 2007, onwards. If you have previously purchased vouchers and need to redeem these before November 5, 2007, please contact [fiona.collins@pearson.com](mailto:fiona.collins@pearson.com)

### How long do I have to take my exam?

Once an exam is started, you have 48 hours to complete it. It is recommended that you only purchase your exam once you are ready to take it.

### I lost my connection during my exam. What do I do?

If you have connectivity issues or hardware issues you will be able to resume your exam at the point you lost connection. Simply log back in to [www.testrac.com/pvuecisco](http://www.testrac.com/pvuecisco) , enter your username and PIN, and resume your exam.

**What is Cisco's retake policy for online exams?**

If you do not pass your exam, you must wait 48 hours before re-taking it.