

## ■ Cisco Learning Credits How to Redeem

1. Go to the **Training Map** ([www.cisco.com/go/trainingmap](http://www.cisco.com/go/trainingmap)) and find the course you want. On the Training Map, you will find:
  - A. Course Name – with a hyperlink to the description, which will include any prerequisites .
  - B. Course delivery type – such as Classroom, Virtual Class, or web-based, and a hyperlink to WHO is delivering that course.
  - C. The product and/or technology that the training is geared toward.
  - D. An **ESTIMATE** of the number of Cisco® Learning Credits needed (CLCs).
2. Once you find the course(s) you want, you can register right off the web site, or call the Learning Partner directly. You may wish to consider calling, to obtain an accurate number of CLCs needed for their specific course.
3. In order to register for a class, you will need the Cisco Sales Order number associated with your CLCs, and – the number of CLCs needed for the class. If you don't have enough CLCs in your account to take the class, you can either purchase more CLCs or pay the difference with a PO or Credit Card to the Learning Partner. Discuss this with Learning Partner. Example, if the class would require 30 CLCs to register and the customer only has 28, then most Learning Partners will allow you to pay cash / PO for the US \$200 difference.
4. After the course starts, the CLCs will be debited from the customer's account.
5. The Team Captain at the customer can track their credits – 24x7 – using the Learning Credit Management Tool ([www.cisco.com/go/lcmt](http://www.cisco.com/go/lcmt)) to report on who has taken training, when it was taken and the balance in their account.

**Important:** Cisco Learning Credits are valid for one year. It is important to know that the courses must begin before the expiration of the CLCs.

As a reminder, CLCs can be redeemed for Training (Classroom, Virtual, web), Advanced Services Education, and Advanced Services Technical Knowledge Library. Most of the training can be found on the Cisco website. However our Authorized Learning Partners can also offer additional training – found only on their respective websites. Authorized Learning Partners can also offer customized training to meet the specific needs of the customer.

## Additional Information and Resources

### Cisco Learning Credits Program

[www.cisco.com/go/learningcredits](http://www.cisco.com/go/learningcredits)

Any additional questions can be directed to: [lcmt\\_pm@cisco.com](mailto:lcmt_pm@cisco.com)



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