

Cisco U.

FAQ



As a customer administrator, how do I assign a license within the Customer Admin Portal?

1. Gather the email addresses associated with each learner's Cisco account.
2. Go to the Cisco U. [Customer Admin Portal](#) and select Orders.
3. If multiple orders, identify order you wish to assign licenses to.
4. Select + Assign licenses.
5. Submit the email address(es) of up to five learner(s).
6. All email addresses must be associated with a valid Cisco account. If a learner does not have a Cisco account, they may [create a Cisco account](#).
7. You can also access this page by selecting the profile menu icon in the upper right corner of Cisco U. Then select Customer Admin > Subscriptions from the dropdown.

What learner information do customer administrators need to provide to give a learner access to Cisco U.?

You need the email associated with the learner's Cisco account ID. If the learner does not have a Cisco account, they can create an account at <https://id.cisco.com/signin/register>

As a customer administrator, can I switch a learner license to another learner?

If you have a situation that involves switching learner licenses, contact your Learning and Certifications Business Development Manager (BDM) or email learning-bdm@cisco.com. This is handled on a special need's basis.

Can a learner change the email associated with their license?

Contact your Learning and Certifications Business Development Manager (BDM) or submit a request using the Help & Support option.

Who assigns someone as the customer administrator?

The seller (Account Manager or Channel Partner) or the Business Development Manager assigns the customer administrator to an account.

When is a customer administrator assigned to an account?

The seller assigns the customer administrator at the time of purchase, or the Business Development Manager (BDM) assigns the administrator when they redeem the customer's Cisco Learning Credits.

Is the team captain the same as a customer administrator?

Not necessarily. Some team captains are not customer administrators. Team captains help redeem Cisco Learning Credits (CLCs). Customer administrators manage customer accounts and licenses. They might also act as training, budget, and IT managers.

Can a customer administrator manage multiple customers or accounts?

Yes, customer administrators can manage multiple customers or accounts. These are usually different organisations or branches within the same company or organisation.

Is there an option within the customer administrator interface to buy more licenses from my BDM?

Not at this time. This feature is on our roadmap. Contact your Learning and Certifications BDM or email learning-bdm@cisco.com to purchase licenses or for more information.

Can I bulk upload users?

Learners are usually added at the time of purchase, but you can bulk add up to five users' licenses.

As a customer administrator, can I export my learner activity from Cisco U.?

You can export your learner activity from Cisco U. as a CSV file. From the Orders or Learners tab inside the Customer Admin Portal, select Generate CSV. This report provides detailed information about the Learning Paths, courses, or tutorials accessed by each learner, including the title and type, percentage completed, and dates of first and last access.

Note that each new CSV overwrites the earlier one, so save the ones you'd like to keep.

How do customer administrators add a learner if they don't have the learner's Cisco ID?

Administrators can't issue Cisco IDs on behalf of any learner. Each learner must create their own Cisco ID. If the learner does not have a Cisco account, they can create an account at <https://id.cisco.com/signin/register>.

Can a customer administrator unassign a license from a user?

Customer administrators can unassign the license for any learner who hasn't logged in to Cisco U. Admins should look for the value No logins in the Last login column under each order number to find the licenses. You can unassign multiple licenses at one time.

Unassigning a learner license frees up the license to assign to another learner.

If your learner has left the company, please contact your BDM for more information.

Where can customer administrators find a single title purchase?

Where to find a single title depends on how you placed the order. If you order the title through your BDM, you can view the title in the customer management interface. If you order the title in the CLN Store, you can view the title in your Cisco U. account in My Dashboard, My Account.

Who can use the assign content feature?

Only customer admins who have access to the Customer Admin Portal can assign content.

What type of content can I assign?

You can only assign Learning Paths at this time.

How many Learning Paths can I assign?

You can assign up to five Learning Paths at one time.

What are the benefits of assigning content?

Assigning content to your learners lets you help guide their learning.

You can select Learning Paths to meet your business goals, your learner's professional development goals, or both. This also makes the time spent on Cisco U. even more efficient and effective.

Where will the assigned content appear for learners?

The assigned content appears on each learner's dashboard under **My Learning**.

How will learners know they've been assigned content?

Learners will know they've been assigned content in two ways. They receive an email, and when they log in to Cisco U., they also get a notification under **My Learning**.

How do I manage the assigned content?

To help manage assigned content, as an admin you can do any of the following:

- View a learner's profile, which includes all assigned content, the date it was assigned, first and last accessed dates, the progress, and a new content tag named Assigned.
- Track learner progress for any assigned content from their profile.
- Send learners a reminder or nudge to complete a Learning Path.
- Remove assigned content for a learner.

How do I access the Customer Admin Portal to assign Learning Paths?

You can access the portal by logging in to your Cisco U. account and navigating to the Customer Admin section.

What criteria can I use to filter Learning Paths?

You can filter Learning Paths by technology, skill level, or publisher to find the most relevant content.

Can I assign Learning Paths to learners from multiple orders at once?

You can only select learners from one order at a time.

What does it mean if a Learning Path has a lock icon in the card?

A lock icon indicates that the Learning Path is not included in the subscription for the selected learners.

How can I track the progress of my learners on their assigned Learning Paths?

You can track learner progress by viewing their profiles, which show all assigned content and progress details.

Can I remove Learning Paths from a learner's assignment list?

Yes, you can remove Learning Paths to a learner's assigned content. To remove content that's assigned, navigate to the profile page of the learner you want to update. From the three-dot (...) menu, select **Remove from Assigned**.

Can I add Learning Paths to a learner's assignment list?

Yes, you can add a Learning Path, follow the same steps for originally assigning a Learning Path. For example, start with an order, find the learner using the search field, select **Assign content** and continue by finding and selecting the Learning Paths you want to assign.

Will learners be notified once Learning Paths are assigned to them?

Yes, learners will receive an email notification when new Learning Paths are assigned.

How do I send reminders to learners who have not completed their Learning Paths?

You can send reminders or nudges through the learner's profile in the Customer Admin Portal.

What if I can't find a specific learner when trying to assign content?

If you can't find a specific learner, ensure that the learner is part of the selected order and use the search field to locate them by name.

What happens if I try to assign a Learning Path that has already been assigned to a learner?

A Learning Path can only be assigned to a learner once until their subscription expires. If you try to assign a duplicate Learning Path, you'll view a message letting you know which Learning Paths were already assigned to at least one of your learners.

Can I review my list of selected learners before I assign the Learning Paths?

Yes. After you've selected your learners, use **View all** to review your list in alphabetical order by first name.

How do I know that I've successfully assigned the selected Learning Paths?

After you've assigned the Learning Paths, you'll view the number of Learning Paths successfully assigned and the name of each learner that was assigned this content.

Tip: Select a learner to go to their profile.

Can I view how my Learning Path list has been filtered?

Yes, you can view or remove each filter selected.

Can learners remove a Learning Path that's assigned to them?

No, learners can't remove any assigned content.

Can I assign content to other admins?

Yes, you can assign content to any learners or admins that are in the order number you selected.