

# Becoming a Cisco Select Certified Partner Step by Step Guide



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# Become a Cisco Registered Partner



## STEP 1



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After you have completed the registration form and clicked to accept the ICPA, you will receive notification of your acceptance as a Cisco Registered Partner within 24 hours.

1. Review the Partner Registration User Guide.
2. Apply to the Cisco® Registered Partner Program:  
<http://tools.cisco.com/WWChannels/IPA/welcome.do>
  - i. Apply for a Cisco.com (CCO) user ID (if you do not already have one). You will receive an automated response with the assigned ID.
  - ii. Provide or verify your company and contact information.
  - iii. Review and accept the terms of the Indirect Channel Partner Agreement (ICPA): [www.cisco.com/web/partners/pr11/pr193/index.html](http://www.cisco.com/web/partners/pr11/pr193/index.html)
  - iv. Submit the application.

After you have completed the registration form and clicked to accept the ICPA, you will receive notification of your acceptance as a Cisco Registered Partner within 24 hours. As a Registered Partner, you will be granted partner-level access to Cisco.com and will be eligible to participate in the Cisco Channel Partner Program. Status as a Registered partner is valid for 12 months and must be renewed annually.



# Associate People with your Company



## STEP 2



1. Use Partner Self-Service (PSS) at <http://tools.cisco.com/WWChannels/GETLOG/login.do> to register your company's details, your partner tool administrators, and the people associated with your company (Figure 1).

- i. You can download a Partner Self-Service User Guide at [www.cisco.com/web/applicat/partserv/applications\\_training\\_tutorial\\_guest.html](http://www.cisco.com/web/applicat/partserv/applications_training_tutorial_guest.html) or view a Quick Reference Guide at [www.cisco.com/warp/public/765/tools/pss/Reference.html](http://www.cisco.com/warp/public/765/tools/pss/Reference.html)

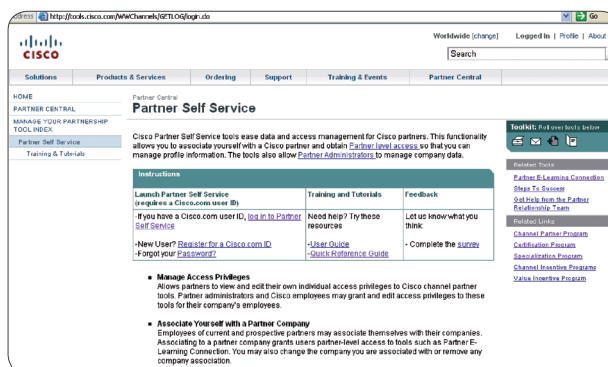


Figure 1  
Cisco Partner Self-Service



# Certify Individuals via Courses and Exams



## STEP 3



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1. Visit Small and Midsize Business Specialization [www.cisco.com/go/smbspecialization](http://www.cisco.com/go/smbspecialization) to review requirements and learning map for the Cisco Small and Midsize Business Specialization role.
2. Plan which people will fill the required roles (account manager and engineer) and create a training plan for those people to ensure that they meet any prerequisites and know which courses and exams must be taken.
3. Prepare for the required exams by taking the recommended Small and Midsize Business Specialization training courses, available in e-learning format. Instructor-led training is also available in some areas.
4. Once any desired training is complete, register for the online exams, administered globally by PearsonVue at [www.pearsonvue.com/cisco/online/](http://www.pearsonvue.com/cisco/online/).

You can access the exams at [www.testrac.com/pvuecisco](http://www.testrac.com/pvuecisco).

This website includes easy-to-follow information on how to register and schedule exams. If the test taker already has a Cisco.com user ID, he or she should have it available. If the individual does not have a Cisco.com ID, one will be sent upon completion of his or her first exam. A TestTrac ID is also required and will be issued the first time the person registers for an exam. The same TestTrac ID is used for all exams taken by that individual. If the test taker has not tested with Cisco before, he or she will need to create an account on the TestTrac site where the ID will be issued.

The Cisco Small and Midsize Business Specialization requires two roles: one account manager (AM) and one engineer (EN).

The two required Small and Midsize Business Specialization exams are:

### **SMB Solutions for Account Managers (700-505)** **SMB Solutions for Engineers (700-501)**

The same individual can fill both the account manager and engineer roles. Once an exam has been passed, it can take up to 10 business days before it registers in PSS (<http://tools.cisco.com/WWChannels/GETLOG/login.do>) or the CSApp tool (<http://tools.cisco.com/WWChannels/cpapp/selectGeo.do>). Both exams must be passed before the Small and Midsize Business Specialization application can be processed.

See Step 4: Apply for Small and Midsize Business Specialization to learn how to complete the Certification and Specialization Application.

Here are two tips to ensure that passed exams move quickly from the testing center into Cisco's databases:

1. Ensure that all people taking exams are associated with your company in PSS.
2. Each individual needs to sign the Cisco Career Certification and Confidentiality Agreement in order for the exam to show as completed. This agreement can be signed online.

Once an exam has been passed, it can take up to 10 business days before it registers in PSS (<http://tools.cisco.com/WWChannels/GETLOG/login.do>) or the CSApp tool (<http://tools.cisco.com/WWChannels/cpapp/selectGeo.do>).

If the partner has validated that the individual is associated with the company and the certification agreement has been signed, but individuals who have passed tests are still not showing in the system, open a case with the [Cisco Customer Service Central](#) (formerly Partner Relationship Team - PRT).

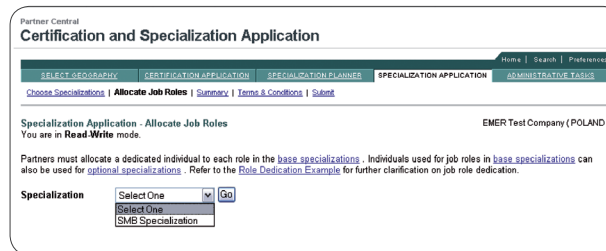
# Apply for Small and Midsize Business Specialization



## STEP 4



1. Use the CSApp tool at <http://tools.cisco.com/WWChannels/cpapp/selectGeo.do>. The Specialization Planner tab allows you to monitor the progress of the individuals scheduled to fill the required roles.
  - i. Select the theater and the country, add the name of your company, and press “Search.”
  - ii. Select the radio button for your company and press “Select.”
  - iii. Select the Specialization Planner tab, the Small and Midsize Business Specialization, and all (or the desired) roles. This shows you the requirements for each role and any individuals who already meet these requirements.
  - iv. If you’d like to see the status of the individuals in your company, you can select the “Contacts close to meeting requirements” hyperlink. This tab shows all company contacts and what requirements each is still missing.
2. Once both specialization roles (account manager and engineer) are met by individuals and their information is available, use the Specialization Application tab within the CSApp tool (<http://tools.cisco.com/WWChannels/cpapp/selectGeo.do>) to submit your application (Figure 2).



**Figure 2**  
Specialization Application tab within the CSApp tool

- i. Select the Small and Midsize Business Specialization.
  - ii. Allocate the job roles to the individuals who meet the requirements, then press the “Next” button.
  - iii. Review the Summary page and press the “Next” button.
  - iv. Confirm the candidates who will hold the required job roles on the Summary page.
  - v. Accept the ICPA and terms and conditions.
  - vi. If you are ready, submit your Small and Midsize Business Specialization application.
3. You can open the application for the Small and Midsize Business Specialization without completing it. It will have a status of “Not-Submitted” within the CSApp tool for 90 days while you continue to make progress toward filling the roles.
4. All company administrators will receive an email from [csapp-program@cisco.com](mailto:csapp-program@cisco.com) notifying them that a new application has been submitted for the Cisco Small and Midsize Business Specialization. Within 24 hours, you should receive a notification that your company has achieved the Small and Midsize Business Specialization. This email will also be from [csapp-program@cisco.com](mailto:csapp-program@cisco.com). From this point, the CSApp tool will reflect your Small and Midsize Business Specialization by showing the status as “Approved.” The specialization is valid for one year, and so the anniversary date will be one year from the date it was approved.
5. To receive the Cisco Select Certification, you must now complete and submit the Select Certification application in the CSApp tool, as described in Step 5.

# Apply for Select Certification



## STEP 5



1. Enter the CSApp tool (<http://tools.cisco.com/WW-Channels/cpapp/selectGeo.do>), choose “Select Certification” from the list of certifications, and press the “Next” button.
  - i. Select the theater and country, add the name of your company, and press “Search.”
  - ii. Select the radio button for your company and press “Select.”
  - iii. Choose the Select Certification and press the “Next” button.
  - iv. Check the appropriate boxes to validate your support capabilities (no customer satisfaction [CSAT] responses will be required) and press the “Next” button.
  - v. Review the Summary page and press the “Next” button.
  - vi. Review the terms and conditions and press the “Next” button.
  - vii. Confirm that all requirements are met and submit the application (Figure 3).

Partner Central  
Certification and Specialization Application

SELECT GEOGRAPHY | CERTIFICATION APPLICATION | SPECIALIZATION PLANNER | SPECIALIZATION APPLICATION | ADMINISTRATIVE TASKS

Choose Certification | Support Requirements | Summary | Terms & Conditions | Submit

Certification Application - Submit  
You are in ReadWrite mode. Anypartner (USA)  
Current In-Progress Certification - SELECT

Terms and Conditions	
Terms and Conditions	Accepted
Indirect Channel Partner Agreement(CPA)	Accepted

Certification Requirements	
Item	Requirement Met?
Specialization Requirements	Yes
CCIE Requirements	NA

Submit Certification

**Figure 3**  
Submitting the Certification and Specialization Application

You can open the application for the Select Certification without completing it. It will display a status of “Not-Submitted” within the CSApp tool for 90 days while you continue to make progress toward filling the roles.

All company administrators will receive an email from [csapp-program@cisco.com](mailto:csapp-program@cisco.com) notifying them that a new application has been submitted for the Cisco Select Certification.

Within 24 hours, you should receive a notification that your company has achieved the Select Certification. This email will also be from [csapp-program@cisco.com](mailto:csapp-program@cisco.com). From this point, the CSApp tool will reflect your Select Certification by showing the status as “Approved.” The certification is valid for one year, so the anniversary date will be one year from the date it was approved.

**Step 5 Continued >**

# Apply for Select Certification



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### Once Your Select Certification is Approved

Once your Cisco Select Certification is approved, you will receive a congratulatory email asking you to confirm your mailing address to receive a complimentary Cisco Select Certified Partner certificate. Please allow two to three weeks for certificate delivery.

The email also contains a link to an online welcome kit that will include links to logos, press release templates, collateral, Partner Enablement information, Partner Central URLs, and a link to Marketplace, where you can order additional certificates or plaques for a fee.

