

NetRiders Greater China and Mongolia

IT Essentials NetRiders

Frequently Asked Questions (FAQ)

Posted 30 May 2017

NOTE: This FAQ will be updated as we get questions via email. Please see the posted date to know if you are reading the most current version. In addition to this FAQ, **it is the responsibility of each Contestant to read the Terms and Conditions.** The Terms and Conditions (Official Rules) are something students click to accept when they enroll in the competition and a PDF of these can be found on the Greater China and Mongolia regional page on www.academynetriders.com when registration opens.

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GENERAL INFORMATION

Q: What are the goals of the competition?

A: Cisco NetRiders offers a fun, educational challenge for students to compete with their peers in a real-time environment that showcases their IT/Networking skills. In addition, NetRiders helps to identify top talent for potential employment opportunities. For Instructors, NetRiders is a great opportunity to provide students with opportunities to develop and demonstrate their leadership outside the traditional classroom curriculum.

Q: How is the IT Essentials competition organized?

A: The IT Essentials competition schedule is below:

REGISTRATION for student competitors

5 April – 12 May 2017

- ❖ Register for the Greater China and Mongolia IT Essentials 2017 NetRiders competition.
- ❖ Practice Site (separate enrollment) is also open during registration to test the following:
 - Firewall and proxy settings
 - Image viewing
 - Packet Tracer 7.0 file downloading and configuring

ROUND ONE: QUALIFIER

Saturday, 20 May 2017 from 9:00-15:00 GMT+8 for Hong Kong, Macau, Mongolia and Taiwan

Sunday, 11 June 2017 from 9:00-17:30 GMT+8 for China

- ❖ One virtual exam – 60 minutes
- ❖ Top five qualified scores per academy advance (must have minimum 30% score)

ROUND TWO: INTERNATIONAL FINALS

Saturday, 8 July 2017 from 9:00-12:00 GMT+8 for Hong Kong, Macau

Wednesday, 19 July 2017 from 9:00-13:00 GMT+8 for China

Saturday, 29 July 2017 from 9:00-15:00 GMT+8 for Mongolia and Taiwan

- ❖ Two virtual exams at designated locations – one 60 minutes and one 30 minutes
- ❖ Top scores win prizes - See Official Rules for prize details

Q: What type of material is covered in the IT Essentials competition?

A: The theoretical exam focuses on the IT Essentials course knowledge and skills. In 2017, the competition content is mainly from the IT Essentials 5.0 course content as 6.0 was not out when we developed the 2017 content. There will also be some Internet of Things (IoT) and career skills questions. In Round Two, there is a Packet Tracer exam where competitors will need to download a Packet Tracer 7.0 file and complete some configurations in Packet Tracer 7.0 or higher.

The exams consist of multiple-choice single and multiple answers, fill-in-the blank and matching items.

Please visit Cisco Learning Network for detailed skills information on IT Essentials certification knowledge and skills. Create your own free login then test yourself (IE is not recommended for the Cisco Learning Network).

Games Arcade

https://learningnetwork.cisco.com/community/learning_center/games

Q: Where do students compete?

A: Students compete online at www.academynetriders.com and represent their academy where they are currently taking or have recently completed an IT Essentials course.

For Round One, students may compete from any location as long as they have a computer with a Windows operating system, Packet Tracer 7.0 installed, Internet Explorer or Firefox web browser installed and a good Internet connection.

For Round Two, students must go to a designated location which will be shared with those students who advance to Round Two.

Q: What does it cost to register for the competition?

A: Registration and participation in the NetRiders competition is free of charge.

Q: What languages can students compete in?

A: For the Greater China and Mongolia IT Essentials competition, the competition is offered in English, Simplified Chinese and Traditional Chinese.

Q. What are the equipment and software requirements for participation?

A: The standard CCNA Routing and Switching PC or Laptop as described under the Programs menu ([Equipment Information](#) pulldown option) in Cisco NetAcad. The computer needs to be able to access the Internet and run Packet Tracer 7.0 or higher. *IMPORTANT NOTE: Packet Tracer 7.0 or higher must be installed and operation tested prior to exam date.* You can download the mores current version of Packet Tracer from the Cisco NetAcad website at <https://www.netacad.com/group/offerings/packet-tracer> (post-login).
Contact the Academy Support Desk for further assistance on Packet Tracer installation.

Q. What version of Packet Tracer is required?

A: You must have Packet Tracer 7.0 or higher. Please make sure you have Packet Tracer 7.0 or higher properly installed on the computer before you open the exams. Packet Tracer needs to be installed on a Windows desktop or laptop computer. You cannot use it on Unix, Mac or PT mobile.

- We recommend that you test all this downloading and opening a PT file from a Packet Tracer exam on the Practice Site page.
- If you cannot view the PT file, you may need to re-install PT. You will need to wipe off PT completely and re-install PT 7.0 or higher which means finding the windows folder where the PT files exist and deleting them.
- Our technical staff has said that virtual machine does not recognize pkz files due to temp files.

Q. On what platforms can I install and run Packet Tracer 7.0?

A. Packet Tracer 7.0 is compatible with the following platforms: Windows 7, 8.1, 10 and Ubuntu Linux, for both 32bit and 64bit.

Q. What are the system requirements for Packet Tracer 7.0?

A. To successfully install and run Packet Tracer 7.0, the following minimum prerequisites must be met:

- CPU: Intel Pentium 4, 2.53 GHz or equivalent
- OS: Microsoft Windows 7, 8.1, 10, Ubuntu Linux 12.04 LTS or 14.04 LTS
- RAM: 512 MB Free
- Storage: 400 MB of free disk space (No tutorials)
- Display resolution: 800 x 600
- Adobe Flash Player
- Language fonts supporting Unicode encoding (if viewing in languages other than English)
- Latest video card drivers and operating system updates

For optimal performance when running PT 7.0, the following capabilities are recommended:

- CPU: Intel Pentium 4, 3.0 GHz or better
- RAM: 1 GB or more
- Storage: 500 MB of free disk space
- Display resolution: 1024 x 768
- Sound card and speakers
- Internet connectivity (if using the Multiuser feature)

Q: What are the key dates for this competition?

A: Below are the dates to know for the competition:

5 April – 12 May – Registration for the actual competition page is open for student competitors. The Practice Site is also available (separate enrollment required) to sample questions, test graphics viewing, PT file downloading, bandwidth, firewall and proxy settings.

20 May from 9:00 to 15:00 - Round One Competition for Hong Kong, Macau, Mongolia and Taiwan – competitors must login during this time and complete both Round One exams. Round One is non-proctored and students may login from any location with a good Internet connection. They need to make sure they have Packet Tracer 7.0 or higher installed on the computer before they login.

7 June – Round One email notifications sent to those in Hong Kong, Macau, Mongolia and Taiwan who advance to Round Two. Rankings from Round One will also be posted on the competition page.

11 June from 9:00 to 17:30 - Round One Competition for China – competitors must login during this time and complete both Round One exams. Round One is non-proctored and students may login from any location with a good Internet connection. They need to make sure they have Packet Tracer 7.0 or higher installed on the computer before they login.

23 June – Round One email notifications sent to those in China who advance to Round Two. Rankings from Round One will also be posted on the competition page.

8 July from 9:00 to 12:00 – Round Two Competition for Hong Kong and Macau only – competitors must go to one of the designated locations to be proctored while they login during this time and complete both Round Two exams. It is the competitor's responsibility to know the times for their location.

19 July from 9:00 to 13:00 – Round Two Competition for China only – competitors must go to one of the designated locations to be proctored while they login during this time and complete both Round Two exams. It is the competitor's responsibility to know the times for their location.

29 July from 9:00 to 15:00 – Round Two Competition for Mongolia and Taiwan only – competitors must go to one of the designated locations to be proctored while they login during this time and complete both Round Two exams. It is the competitor's responsibility to know the times for their location.

4 August – Round Two email notifications sent to those who win prizes. Declaration forms will need to be signed and returned by student (and parent/legal guardian if prize winner is under 18 years of age). Rankings from Round Two will also be posted on the competition page.

ELIGIBILITY

Q: Who is eligible to participate in the Greater China and Mongolia NetRiders IT Essentials competition?

A: The Greater China and Mongolia IT Essentials Competition is open to any student from each participating country in Greater China or Mongolia (See Rules for complete list) who meet **all** of the following criteria:

- (a) is a currently, validly enrolled Cisco Networking Academy student or former Cisco Networking Academy student who is validly enrolled in or recently completed with a passing grade a course in **IT Essentials at a Cisco Networking Academy** within 10 months prior to the Competition registration open date (5 April 2017);
- (b) who is at least **13 years** of age by 12 May 2017;
- (c) who provides a valid Cisco **NetAcad** screen name and password number when registering;
- (d) who has network access that supports participation;
- (e) who is a resident of and is currently or was recently enrolled in a Cisco Networking Academy at a country as listed in the Terms and Conditions.

Q: What countries are eligible to compete in the competitions for the region of Greater China and Mongolia?

A: Below is the list of countries or special administrative regions that are eligible to compete in the IT Essentials competition in this region. The country or special administrative region is based on the location of the academy where you take eligible Cisco Networking Academy courses. Both the country or special administrative region of your academy and the country or special administrative region you currently live in must be in the list below.

China
Hong Kong
Macau
Mongolia
Taiwan

Q: What happens if a competitor does not meet ALL eligibility requirements?

A: Competitors will be disqualified from the competition if they do not meet all eligibility requirements. Disqualification normally happens after Registration closes but before the Round 1 exams are open. But, some eligibility requirements may not be caught until after

Round 1 and if a student competed in the wrong level and gets disqualified, that will still count as participation. Therefore, it is important that students read all eligibility requirements for a competition level before they register in a competition or open a Round 1 exam.

Q: Can a student competitor be enrolled in more than one competition in the same calendar year?

A: Competitors may enroll in the CCNA competition and the IT Essentials competition. Or, they may enroll in the CCENT competition and the IT Essentials competition. They may not enroll in both the CCNA and CCENT competitions in the same calendar year.

Q: Can a student competitor enroll in the same competition (CCNA, CCENT or IT Essentials) two or three years in a row?

A: Competitors may compete in the CCNA and CCENT competitions two years. They may only compete in the IT Essentials competition one time. It is important for students to be strategic as to which year they compete in each level of competition as they will only be able to compete in CCNA and CCENT twice and IT Essentials once in their NetRiders career.

Q: What counts as participation in a previous year?

A: Once a student opens a Round 1 exam in any level of competition (CCNA, CCENT or IT Essentials), that will count as participation in that competition level for the year. It will count even if they do not answer any questions. Opening an exam requires a student to put in the exam password and submit it so it is not something that can be done by accident. Registering but not opening an exam does not count as participation.

Q: How does a student decide which competition to enroll in?

A: Competitors must meet all the eligibility requirements for a specific competition so it is the responsibility of each competitor to read all the eligibility requirements listed in the legal Terms and Conditions. Please use this table as a guideline to determine which competition to enroll in based on the courses you are taking or have recently completed:

Course	Status	Competition
<i>IT Essentials</i>	Currently enrolled or recently completed with passing grade in the last 10 months	IT Essentials
<i>1st courses in CCNA</i> CCNA Routing & Switching: Introduction to Networks CCNA Discovery: Networking for Home and Small Businesses CCNA Exploration: Network Fundamentals	Currently enrolled or recently completed with a passing grade in the last 10 months	CCENT
<i>2nd courses in CCNA</i> CCNA Routing & Switching: Routing and Switching Essentials CCNA Discovery: Working at a Small-to-Medium Business or ISP CCNA Exploration: Routing Protocols and Concepts	Currently enrolled or recently completed with passing grade in the last 10 months	CCENT
<i>3rd courses in CCNA</i> CCNA Routing & Switching: Scaling Networks	Currently enrolled or recently completed and if recently completed CCNA 1 or	Either CCNA or CCENT (but not both)

CCNA Discovery: Introducing Routing and Switching in the Enterprise CCNA Exploration: LAN Wireless and Switching	2 in the last 10 months	
4th courses in CCNA CCNA Routing & Switching: Connecting Networks CCNA Discovery: Designing and Supporting Computer Networks CCNA Exploration: Accessing the WAN	Currently enrolled or recently completed with a passing grade in the last 10 months	CCNA
	Completed with Passing grade	CCNA

Q: Can a student competitor be enrolled in a CCNA Security or CCNP course and still be eligible to compete?

A: No. A student currently taking CCNA Security or CCNP courses can only enroll in the CCNA NetRiders competition providing the student meets all eligibility requirements for it.

Q: Can a student competitor be enrolled in a CCNA course and still be eligible to compete?

A: Yes, but **only if** the student is either currently enrolled or was recently enrolled in an IT Essentials course within the 10 month rule listed within the Eligibility requirements listed in Section 1 of the Terms and Conditions.

Q: Does both the student's start and end date of the eligible Cisco IT Essentials course have to be within the 10 month timeframe (6 June 2016 – 5 April 2017)?

A: No, the start date of the course may have been earlier than 6 June 2016 but on that date, the student must have been enrolled in an eligible course that ends 6 June 2016 or later (the course end date can be later than 5 April 2017).

Acceptable scenarios:

1. Enrolled in *IT Essentials* starting 15 April 2016 and ending 20 August 2016.
2. Currently enrolled in *Introduction to Networks* with a course end date of 20 May 2017. Enrolled in *IT Essentials* starting 10 September 2016 and ending 15 December 2016.

Unacceptable scenarios:

1. Enrolled in *IT Essentials* starting 8 January 2016 and ending 5 June 2016.
2. Has already completed all 4 CCNA courses.

Q: Can a student competitor have completed a certification exam and still be eligible to compete?

A: Yes, competitors may compete in NetRiders even if they have already completed a certification exam. The important thing is that they meet all eligibility requirements as listed in the legal rules (Terms and Conditions) of the competition.

Q: Can a competitor have both a student and instructor role and be eligible to participate?

A: No, if anyone holds an instructor or staff role in Cisco NetAcad or previously held an instructor or staff role, they are not eligible to compete in the any NetRiders competition and will be disqualified.

Q: Does the student competitor have to be a citizen of the countries eligible for this competition?

A: No, a competitor may be from any country but must be currently residing legally in a country in Greater China or Mongolia and be taking or have recently taken a qualifying course at an academy within the participating countries in the Greater China and Mongolia region.

Q: Can a student competitor who is residing in another country but taking an online course at an academy in Greater China or Mongolia compete?

A: No, a competitor must be currently residing in a participating country in the Greater China and Mongolia region and be taking or have recently completed a qualifying course on an academy campus in one of the participating countries in Greater China or Mongolia.

Q: Can a competitor work at Cisco through a third party vendor and be eligible to participate?

A: No, if anyone is working at Cisco either as a direct employee or through a third party vendor and has a Cisco email and/or badge, they are not eligible to compete in any NetRiders competition and will be disqualified.

Q: What happens if a competitor does not meet ALL eligibility requirements?

A: Competitors will be disqualified from the competition if they do not meet all eligibility requirements.

REGISTRATION AND ENROLMENT KEY

Q: When is registration open?

A: Registration will be open Wednesday, 5 April 2017 through Friday, 12 May 2017. It is available 24 hours a day on www.academynetriders.com.

Q: Who should register?

A: **Students** who meet all eligibility requirements should register for this competition.

Q: What is the enrolment key?

A: The enrolment key is case-sensitive. This key is only for the IT Essentials competition.

The enrolment key is **2017_GC_ITE**

Q: Where do student competitors register?

A: All registration is completed online at www.academynetriders.com.

Q: How do I register for the competition?

A: Registering for a competition is a **two-step** process.

1. First, it requires registering a profile on the NetRiders site by logging in using your Cisco **NetAcad** screen name and password.
2. Second, it requires enrolling in a specific competition (**Greater China 2017 IT Essentials NetRiders**) with the *enrolment key*.

Q: How do I create a profile on the NetRiders site (www.academynetriders.com)?

A: Follow these instructions to create a profile:

Step 1: Select Login on the upper right of the home page.

Step 2: On the next screen, select Cisco NetAcad on the right side of the page to login

Step 3: Type in your Cisco NetAcad screen name and password (if you are new to the site, a page will display with pre-populated information from your Cisco NetAcad profile)

Step 4: Review the information and select Create My New Account (this will make you a registered user on the NetRiders site)

Note: Registering a profile the NetRiders site can take place at any time whereas registering for a specific competition can only take place during the Registration Period for that competition.

Q: How do I register for the Greater China and Mongolia 2017 IT Essentials NetRiders competition?

A: Follow these instructions to register for the 2017 IT Essentials NetRiders competition:

Step 1: Obtain an *enrolment key* from your instructor or by reading the FAQ on the Greater China and Mongolia page available pre-login. You must have an enrolment key to participate.

Step 2: Once you obtain your *enrolment key*, during the Registration Period go to www.academynetriders.com and login using your Cisco NetAcad username and password. The login link can be found on the upper right of the NetRiders site home page.

Step 3: Under Competition Categories, select NetRiders Greater China and Mongolia 2017 and then select **Greater China and Mongolia 2017 IT Essentials NetRiders** on the next page.

Step 4: Read and Agree to the Terms and Conditions (official rules of the competition).

Step 5: Type in the *Enrolment Key*: **2017_GC_ITE**

The Participant will now be enrolled in the Competition and will be able to view the competition page.

NOTE: Please verify that you are enrolled in the Competition and not only on the Practice Site page. The Practice Site is separate from the IT Essentials competition page.

Q: Can instructors register their students in the competition?

A: No, each student competitor must register their own profile on the www.academynetriders.com site and then use the *Enrolment Key* to register for a competition. During this process students have to read and click to accept the legal terms and conditions of the competition which is why students must register for themselves.

Q: Can instructors see a list of students participating in the competition?

A: On the competition page, there is link in the upper left titled Participants. Instructors who register on the IT Essentials competition page may select that link and see a list of all the students who have enrolled in the competition. They can sort first name, surname, country, academy or state/province. This allows proctors to see which students from their class or academy have enrolled in the competition.

Search by Academy name

Search by State/Province

Academy ↓	State/Province	Country
Bossier Parish Technical School	Louisiana	United States
Bossier Parish Technical School	Louisiana	United States
Brazos ISD Computer Networking Academy	Texas	United States
Brazos ISD Computer Networking Academy	Texas	United States
Bristol Plymouth RVTHS	Massachusetts	United States
Bristol Plymouth RVTHS	Massachusetts	United States

Academy	State/Province ↓	Country
Cranston Career and Technical Center	Rhode Island	United States
Cranston Career and Technical Center	Rhode Island	United States
Cranston Career and Technical Center	Rhode Island	United States
Warwick Area Career and Technical Center	Rhode Island	United States
Warwick Area Career and Technical Center	Rhode Island	United States
Warwick Area Career and Technical Center	Rhode Island	United States

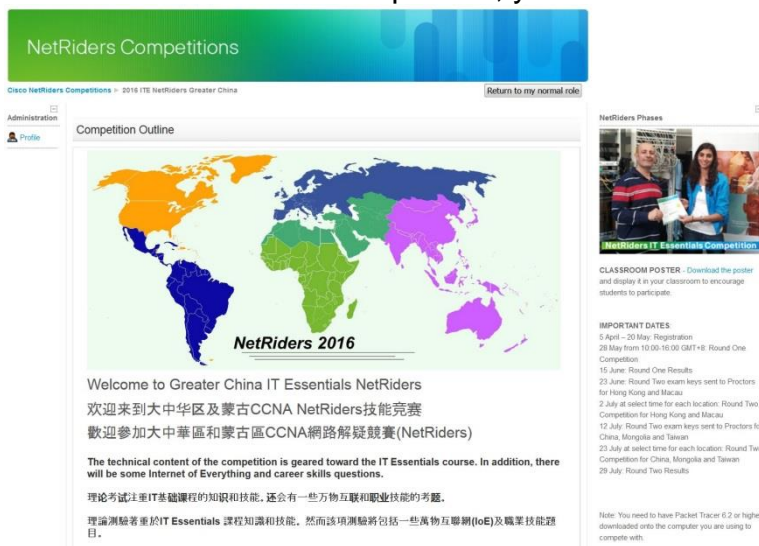
Q: I am having issues registering on the site. What can I do?

A: There could be a number of reasons you cannot register. If you are not a current student or did not recently pass a qualifying course at a Cisco Academy, the site will not allow you to register because you do not meet the eligibility requirements. If you do meet eligibility requirements and still have issues:

1. Clear your cookies and cache and try again especially if you are using Internet Explorer 8
2. Only two browsers are fully supported for the NetRiders site: **Firefox** and **Internet Explorer**
3. If you use Chrome, Opera, Safari or any other browser, you may have issues
4. Check with your academy to see if there is a proxy or firewall that is blocking your access
5. Try to register from a different location other than your school and if that works, talk with your school about firewall issues because you will need access for the competition
6. If you are still having issues, please send a screenshot of the problem along the information below to NetRiders_GC@external.cisco.com. Please include your first and last name, Cisco NetAcad username, country name, academy name, and the Internet browser and version number along with the operating system you are using. Please also indicate that it is the **IT Essentials** competition you are participating in. A screenshot of the issue along with the steps you took to get there is very helpful.

Q: How can I confirm that I am registered on the actual competition page?

A: After you register for the NetRiders site and enroll in the Greater China and Mongolia 2017 IT Essentials NetRiders competition, you should be able to see this page:



PRACTICE SITE

Q: Will there be an opportunity for a Practice Exam before the actual competition?

A: Yes, the Practice Site is available to participants to give them the opportunity to become familiar with the log-in process and competition site. There is a practice theoretical exam and a practice Packet Tracer exam available on the **Practice Site**. Each registrant (student or instructor) can take the practice exams up to five (5) times. Use the Practice Site to check for:

- Testing login
- Packet Tracer 7.0 or higher compatibility
- Your site firewalls and proxy settings at your academy
- Bandwidth issues
- Image or graphic loading

NOTE: The Practice Site is designed to give you an idea of the types of questions that will be asked and to test all the above listed functionality prior to the competition dates but it is not meant to be an exam preparation site. Many times you will need to work with your academy's IT department on firewall and proxy settings. The computer on which you are competing must have Packet Tracer 7.0 or higher installed. You can download the most current version of Packet Tracer from the Cisco NetAcad website at <https://www.netacad.com/group/offerings/packet-tracer> (post-login).

Contact the Academy Support Desk for further assistance. After testing the technology using the Practice Exam, students can visit the CCNA Prep Center on Cisco Learning Network (free login you create): <https://learningnetwork.cisco.com>

Q: How can student competitors access the Practice Site?

A: The Practice Site is accessible post-login. Under the Competition Categories, click on your region, NetRiders Greater China and Mongolia 2017. You will need to enroll in the Practice Site and the enrolment key is available in the summary block on that page.

Q: What is on the Practice Site?

A: The Practice Site has two CCNA, two CCENT and one IT Essentials exam samples that can be accessed and taken. IT Essentials competitors may also want to try the CCENT PT Activity Exam where you download some PT files and complete configurations using Packet Tracer in preparation for Round Two where there is a separate PT exam.

Q: How can I prepare for the Packet Tracer Exams?

A: There are 3 things we recommend to help prepare for the Packet Tracer exams.

1. Access the Help Menu inside Packet Tracer version 7.0 or higher and review the tutorials on how to use Packet Tracer. There are times the competition exam asks you to do things that you may not have learned in your class.
2. Complete the Packet Tracer self-enroll course on NetAcad.com
3. Complete the Practice Packet Tracer exams on the NetRiders website

COMPETITION ROUNDS

Q: What is the format of the NetRiders IT Essentials Competition?

A: The competition is held in two rounds. See dates and overview in the General Information section above.

Q: Who can compete in each round of the competition?

A:

Round 1: All current or recent students of an IT Essentials course with an active Cisco NetAcad account who meet all eligibility requirements (See Terms and Conditions for more details).

Round 2: The top 5 scores (with a 30% minimum score) from each participating academy in each participating country. (See Terms and Conditions for more details).

Q: What are the dates and times for each IT Essentials round?

A: Round 1 for Hong Kong, Macau, Mongolia and Taiwan is on Saturday, 20 May 2017 from 9:00-15:00 GMT+8.

Round 1 for China is on Sunday, 11 June 2017 from 9:00-17:30 GMT+8.

Round 2 for Hong Kong and Macau is on Saturday, 8 July 2017 from 9:00-12:00 GMT+8.

For Round 2, competitors must compete at one of the designated locations which will be posted by 12 June 2017 on <http://www.catc.edu.cn> and <http://catc.nctu.edu.tw/index.php/contest>.

Round 2 for China is on Wednesday, 19 July 2017 from 9:00-13:00 GMT+8.

For Round 2, competitors must compete at one of the designated locations which will be posted by 1 July 2017 on <http://www.catc.edu.cn> and <http://catc.nctu.edu.tw/index.php/contest>.

Round 2 for Mongolia and Taiwan is on Saturday, 29 July 2017 from 9:00-15:00 GMT+8.

For Round 2, competitors must compete at one of the designated locations which will be posted by 1 July 2017 on <http://www.catc.edu.cn> and <http://catc.nctu.edu.tw/index.php/contest>.

Q: Is the competition proctored?

A: **Round 1 is not proctored** and contestants may take the Round 1 exams from any location. **Round 2 is proctored** and contestants must go to one of the designated locations in each participating country during each rounds dates and times. The designated locations for Round 2 will be posted by 12 June 2017 for Hong Kong and Macau and by 1 July 2017 for China, Mongolia and Taiwan.

Q: Which browser should students use when accessing the competition exams?

A: Students should access competition page using **Mozilla Firefox** or **Internet Explorer** as their browser. These are the two browsers that are fully supported. If students use Chrome, Opera, Safari or any other browser, they may have issues and that can cause students to lose time. Please make sure to use either Firefox or IE when accessing this competition.

Q: Can students use a calculator when taking the exams?

A: Students **may** use a calculator to compute area and money conversions and basic arithmetic. Students **may not** use a calculator for IP number conversions or hexadecimal conversions.

Q: Can competitors use external aids when taking the exams?

A: No external aids, including but not limited to books or websites, may be used for the exams. The only acceptable notes are Engineer Journal Notes taken from the Packet Tracer activity and/or exam.

Q: Can competitors pause the exam once opened?

A: No. For each exam, the time begins once you enter the exam password and click the OK button. Competitors may not pause an exam once they have started it.

Q: Can competitors change their answers?

A: Yes. Competitors should use the **'save without submitting'** button as they work through the exam questions. Normally about 10 questions will show per page. Competitors will be able to move back and forth between all pages and review their answers and make changes as long as they have time left on the exam timer.

Q: Do competitors need to save and submit their final answers?

A: Yes. The exams are automatically disabled after the time limit is up. It is important to submit scores using the **'Submit all and finish'** button before the time runs out. This button will close the exam and you will not be able to access that exam again.

Q: Are competitors penalized for incorrect answers?

A:

- On single select answers, only correct answers count for points so competitors are not penalized for an incorrect answer
- On multiple select answers (where there are 2, 3 or 4 statements to select as answers), competitors will be penalized for incorrect answers selected

Q: What can I do if I have trouble with my Internet connection after I open an exam?

A: Competitors are responsible for their connectivity issues. That is why we strongly recommend you take the practice exams from the location you plan to compete from to test bandwidth, image loading and PT file downloading and configuring. If you lose Internet connectivity during an exam, log back in quickly and open the exam again. You will only have the time remaining on the timer. We will not reset exams due to connectivity issues.

Q: What can I do if I have trouble viewing an image in an exam?

A: If an image is not displaying properly, do not panic. First, make sure you are logged in using either Firefox or Internet Explorer as your browser. Then, you may either skip that question or you may take a minute to email the NetRiders team at NetRiders_GC@external.cisco.com. Indicate which exam you are in (IT Essentials exam or IT Essentials Packet Tracer exam) and the question number where the image is not displaying properly. Make sure to include your name and the email address associated with your NetAcad account in the email. The NetRiders team will verify that you are currently taking the exam and they will email you the image. **While you are waiting for the image via**

email, please skip that question and continue working on the other questions. **The exam timer cannot be paused so you do not want to waste valuable time.** We will not make any concessions for images not shown as it is caused by a bandwidth, firewall, or proxy setting on your end or the use of a browser that we do not recommend.

Q: Who can I contact for support during the exams?

A: Competitors and instructors can contact the NetRiders support team at NetRiders_GC@external.cisco.com. We will have staff monitoring the emails during exam dates and times. Please note that the more information you provide, the faster our team can troubleshoot the email and respond. Also, our main team speaks English only so if you send your email in another language, our team will use Google translate (<https://translate.google.com/>) to understand your questions but they will reply to you in English.

Q: Can competitors see which questions were answered correctly or what the correct answer was if answered incorrectly?

A: No, we do not provide any details on whether questions were answered correctly or incorrectly on any of our competition exams. Nor do we provide what the correct answer is if answered incorrectly.

Q: Can instructors request to see the scores for their student competitors?

A: No, we do not provide any scores to instructors. We do not provide scores for any of the competitions. We only provide rankings.

Q: Why aren't scores or results on individual questions provided to student competitors or instructors?

A: This is a competition during a specific block of time. We do not want competitors to share results using social media or other venues that would give other competitors an unfair advantage. Therefore, we keep all scores and results private and accessible to competition administrators only. This is our global policy for all NetRiders competitions.

Q: How is each Round structured and scored?

A: The details on the structures of the exams in each round and how they are scored can be found in the legal Terms and Conditions which competitors clicked to accept when entering the competition. A PDF file of the Rules can also be found on the competition page and on the regional page available pre-login.

Q: How do competitors access the exams?

A: Competitors login to the NetRiders site and go to the competition page. Competitors will click on the exam links and type in the exam passwords. For Round 2, ***Exam passwords will be provided by the proctor at each location.*** We highly recommend taking the test on a computer with a fast and stable Internet connection.

Q: When will the winners for each Round be announced?

A: ***Read the General Information section above for all important dates.*** The top scores who advance and the winners will be notified via email. The rankings will also be posted on the NetRiders website on the actual competition page and on the Wall of Fame.

PRIZES

Q: What are the Round 1 prizes?

A: There are not any prizes awarded after Round 1. There will be a PDF Certificate of Participation that students who competed in Round 1 can download from the competition page. This will be available after Round 1 results are announced on 7 June 2017 for Hong Kong, Macau, Mongolia and Taiwan and 23 June 2017 for China.

Q: What are the Round 2 prizes?

A: Prizes will only be given to the top five (5) Competitors after Round 2.

(NOTE: Prize details are listed in the RULES. Please review during the registration process or by clicking the Rules PDF on the competition page after Registration)

There will be a PDF Certificate of Achievement sent to top scores after Round 2. This will be sent via email approximately 4 weeks after Round 2 results are announced on 4 August 2017.

DISQUALIFICATION

Q: What happens if a competitor does not meet ALL eligibility requirements?

A: Competitors will be disqualified from the competition if they do not meet all eligibility requirements.

Q: What are causes for disqualification in this competition?

A: The Sponsor reserves the right to disqualify any Competitor for any breach of the Terms and Conditions. It is the responsibility of each Competitor to read the Terms and Conditions in detail. In particular, Competitors should note the following reasons disqualification may occur:

- Failure to meet all eligibility requirements
- Failure to respond to email from Cisco requesting proof of eligibility, if required
- Failure to be currently/recently (within the last 10 months from the date registration opens) and validly enrolled in a Cisco Networking Academy IT Essentials course
- Enrolls in both the CCNA and CCENT NetRiders competitions this calendar year
- Competed in the NetRiders IT Essentials Competition in a previous year
- Failure to be proctored during Round 2
- Using external aids (except Engineer Journal used during exam Packet Tracer activity), including but not limited to books or websites, while taking the exams
- Copying or sharing of exam questions, answers, images or files
- Has a NetAcad Instructor or NetAcad Staff role in Cisco NetAcad or previously held an Instructor role in Academy Connection
- Works directly for Cisco or at Cisco through a third-party vendor
- Has previously won a NetRiders Study Trip Prize

INSTRUCTOR QUESTIONS

Q: What is the instructor's role for Registration?

A: The instructor will be responsible for, but not limited to, the following:

- promoting the competition to their students (there is a classroom poster PDF available on the NetRiders page for your region that you may download and print)

- providing the IT Essentials enrolment key to your IT Essentials students to register between 5 April – 12 May 2017 (If you did not receive an enrolment key via email from Cisco or your ASC, you may not be opted in to receive email communications. But, the enrolment key may also be found in this FAQ in the *Registration and Enrollment Key* section above)
- verifying that the students register for the **actual competition before Registration closes on Friday, 12 May** (not just on the NetRiders website or on the practice site page)
- Verifying that students are registering for the level of competition that they are eligible. If they are eligible for more than one based on course eligibility, please help them be strategic in which year they should compete in each level. Students who meet course eligibility for both CCNA and CCENT competitions must only select one (CCNA or CCENT) to compete in. If students have completed both CCNA 3 and 4, they must compete in CCNA. CCENT is not an option for them. Students may compete in IT Essentials as well as either CCNA or CCENT as long as they meet all eligibility for both ITE and either CCNA or CCENT.

Q: I am an instructor and would like to know which students of mine have registered.

A: As an instructor, you can use the same enrolment key your students use to enroll in one, two or all three levels of competitions. The instructor will now have access to see the Participants list by clicking on the link now displayed on the upper left side of the competition page. Instructors can click on the columns and sort by country, academy name or individual names.

CONTACT INFORMATION

Q: Who do I contact if I have any further questions?

A: Please be sure to read this FAQ and the Terms and Conditions (Rules) document in their entirety. If you cannot find your answer in this FAQ, on the NetRiders site www.academynetriders.com, or in the Terms and Conditions, please submit your questions to NetRiders_GC@external.cisco.com. You need to include your full name, country, academy name, indicate whether you are a student competitor or an instructor, your Cisco NetAcad username along with your detailed question. Failure to provide all of the above details may cause a delayed response. Emails are generally answered Monday through Friday between 9:00 am – 4:00 pm Pacific Time (GMT-7 hours). It can take up to 3 business day to receive a response except for competition days where our team will respond as quickly as possible.

Also, our main team speaks English only so if you send your email in another language, our team will use Google translate (<https://translate.google.com/>) to understand your questions but they will reply to you in English.