



CCNA Cyber Ops – Cisco NetAcad™ Access Ordering Information

Instructors, Administrators, and Purchasing Agents

Last updated April 30, 2019

The NDG CCNA Cybersecurity Operations lab service was developed by the Network Development Group (NDG) to take advantage of the improved flexibility and course management capabilities in the Cisco Networking Academy® learning environment.

Accessing the Labs

1. How do I get access to the NDG CCNA Cyber Ops Labs?

If your organization is participating in the Cisco Networking Academy, you can use this course for Instructor-Led Training (ILT). To learn more about NDG CCNA Cyber Ops Labs as a service and how to add the labs to the CCNA Cyber Ops course modules, please visit the [NDG CCNA Cyber Ops Labs service](#) instructor resources.

2. What are the ways I can order?

Access may be purchased individually by the learners of the course directly, or institutions/bookstores may order access codes in bulk on their behalf.

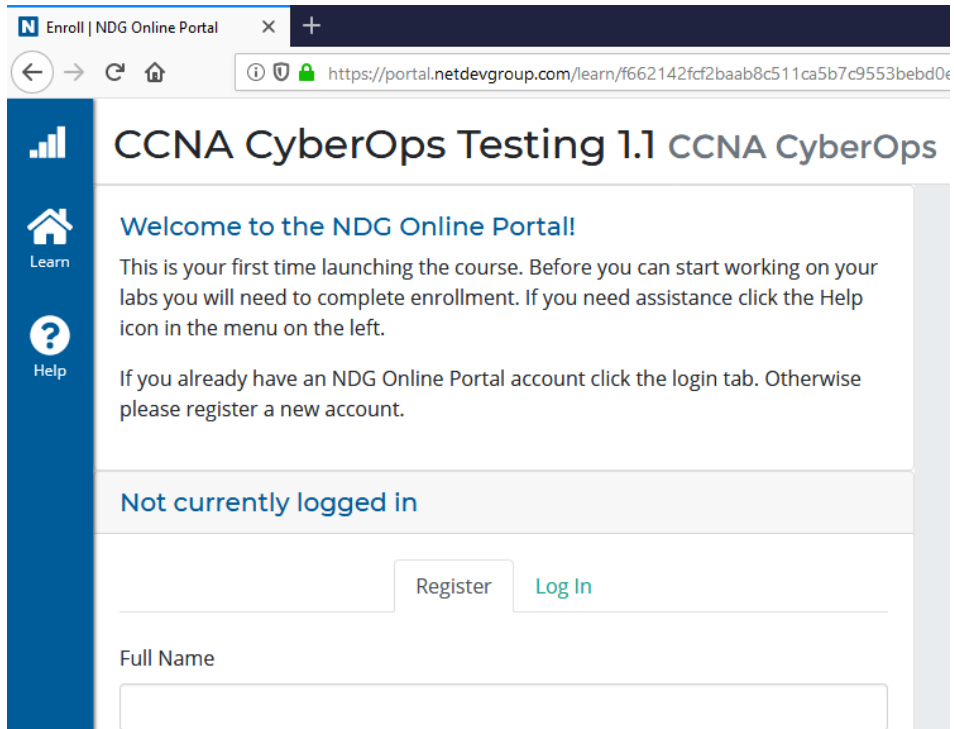
3. How do learners gain access to the labs?

After being enrolled in the class by an instructor, learners will access the course. The first time they attempt to open a lab, they will be prompted to purchase access or provide an access code.

- a. The learner opens a lab for the first time.



- b. The learner is prompted to sign up for an NDG Portal account if they have not done so previously.



Enroll | NDG Online Portal

https://portal.netdevgroup.com/learn/f662142fcf2baab8c511ca5b7c9553bebd0e

CCNA CyberOps Testing 1.1 CCNA CyberOps

Welcome to the NDG Online Portal!

This is your first time launching the course. Before you can start working on your labs you will need to complete enrollment. If you need assistance click the Help icon in the menu on the left.

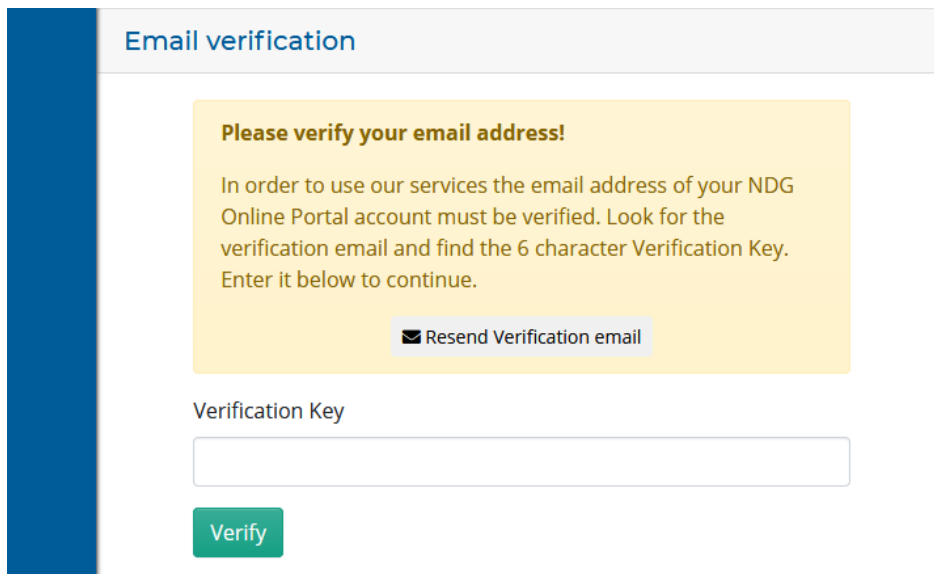
If you already have an NDG Online Portal account click the login tab. Otherwise please register a new account.

Not currently logged in

Register Log In

Full Name

- c. The learner verifies their email address.



Email verification

Please verify your email address!


In order to use our services the email address of your NDG Online Portal account must be verified. Look for the verification email and find the 6 character Verification Key. Enter it below to continue.

[Resend Verification email](#)

Verification Key

Verify

- d. The learner completes the enrollment process.

Email verified 

Complete Enrollment

☐ By checking this box, I agree to the [Terms of Use](#) and [Privacy Policy](#).
I consent to provide NDG the following personal information:

- ✓ My full name to identify my use of NDG services
- ✓ My email address to communicate with me for support and updates about my course access

I also represent that:

- ✓ I am 16 years of age or older **or** a parent or guardian has approved my use of NDG content
- ✓ I have read and agree to NDG's use of cookies as described in the [Cookie Policy](#)

☐ I would like NDG to send me additional information about surveys, new course content, new labs or additional information. This is optional and I may unsubscribe at any time.

Complete Enrollment

- e. The learner is prompted to purchase access or provide an access code.

Payment Required

This course requires payment before you may access the labs. Please choose a payment option below to start your lab access.

Purchase Course Access

Course access is sold and fulfilled by [FastSpring](#) — an authorized reseller.
Charges will appear on your bill as [FS*](#) NetDevGroup.

The **CCNA Cyber Ops** curriculum prepares you for opportunities in security operation centers as an analyst or incident responder. The hands-on labs focus on the skills needed to monitor, detect and respond to cybersecurity threats.

There are multiple purchase options available depending on the amount of time you need to complete the labs. Please choose from one of the following options:

4. How do learners pay for lab access directly?

Once prompted for payment, learners have the option of purchasing directly.

Payment Required

This course requires payment before you may access the labs. Please choose a payment option below to start your lab access.

Purchase Course Access


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The **CCNA Cyber Ops** curriculum prepares you for opportunities in security operation centers as an analyst or incident responder. The hands-on labs focus on the skills needed to monitor, detect and respond to cybersecurity threats.

There are multiple purchase options available depending on the amount of time you need to complete the labs. Please choose from one of the following options:

- \$11.95** One Month Access
- \$29.95** Three Month Access
- \$39.95** Six Month Access







Purchase Access



CCNA Cybersecurity Operations

Your total is \$39.95

Enter Promotional Code

Other Methods ▾

Tax: Enter ZIP

Pay \$39.95

Sold and fulfilled by **FastSpring** — an authorized reseller.
[Privacy Policy](#) | [Terms of Sale](#)

5. How do we purchase access codes on behalf of learners?

Access codes may be purchased in bulk to be distributed to learners by filling out the NDG Online Quote tool:

https://www.netdevgroup.com/online_price_quote

Once a quote is submitted and approved, the NDG Online Support team will create an order through our payment processor, FastSpring, for the purchase. Upon completion of the order, an invoice will be sent to the purchaser from FastSpring, which includes FastSpring W-9 information, the payment due date, and available payment options.

INVOICE

Order ID : NET-
Payment Due : 29/04/2019

Seller

FastSpring
801 Garden Street
Suite 201
Santa Barbara, CA 93101
US
orders@fastspring.com

Product Support
<http://www.netdevgroup.com>
hostedsupport@netdevgroup.com




Purchaser

Description	Quantity	Amount
		USD
	Subtotal	USD
	GST (10%)	USD
	Total	USD

Pay Now

Visit the following secure URL to complete payment :
<https://sites.fastspring.com/netdevgroup/pay>
 Enter Order ID : NET-

Payment Method




Credit Card

☐
PayPal Account

☐
Wire Transfer

Next

We use industry-standard encryption to protect the confidentiality of your personal information.
This purchase and product fulfillment are through [FastSpring](#), a trusted reseller for <http://www.netdevgroup.com>

Please note: in order to initiate a bulk order, NDG must be able to verify your status as an academic bookstore or instructor at an approved academic institution.

6. How do learners use access codes?

Once completing the process outlined in Item #3, learners are prompted to purchase or enter an access code. They would enter the access code provided to them here.

Redeem Course Access Code

If you are unable to find your access code and are enrolled in a class, please contact your instructor for assistance. If you purchased course access but do not have an access code, please contact hostedsupport@netdevgroup.com.

A course access code

- consists of 8 characters (combination of letters and numbers)
- is **NOT** case sensitive
- is for a specific course

7. How do instructors gain evaluation access to the labs?

After creating a course in the Cisco Networking Academy, instructor accounts should not be prompted for payment and have access to the labs at no charge automatically. Please contact the support team if you are prompted to purchase access as an instructor.

Access Codes

1. How long is the course access?

The NetAcad course start and end dates are controlled by the institution. The NDG CCNA Cyber Ops labs are designed to provide three levels of access time; 1-month, 3-months, or 6-months. Access to the labs is based on the access time purchased by an individual. Although the course itself may have duration of six months or more, access to the labs is based on access time purchased through NDG and not on the duration of the course in NetAcad. Codes expire after one year if not claimed.

2. What is the refund policy?

Refunds are available for up to two weeks after purchase for learners that have utilized less than 30% of the course content. Codes that have not been claimed may be refunded within six months of the purchase date.

3. How can I request a refund?

- a. Find the email receipt you received from fastspring.com when you purchased course access. Identify the "order number" listed on the email from fastspring.com.
- b. Email hostedsupport@netdevgroup.com with the subject "Refund request". List the order number and course access code or codes for which you are requesting a refund. **Please note: Each listed course access code will be disabled upon refund approval.** Briefly describe your reason for requesting a refund.
- c. Once approved, your refund request will be processed by fastspring.com.

4. Are there ISBN numbers for the labs?

ISBN numbers are not necessary to order course content but are provided for the convenience of bookstores and inventory purposes. The ISBN for access codes are as follows:

NetAcad CCNA CyberOps	978-1-946780-20-1
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FastSpring

5. How are payments processed?

All payments for the NDG Online services are handled by our payment processor FastSpring. Purchasers having difficulty with payment may wish to contact FastSpring directly by going to their contact page here: <http://www.fastspring.com/contact-us>

6. When do we receive the access codes?

Access codes are normally distributed upon confirmation of payment completion. In certain cases, NDG may grant NET45 terms and deliver codes before payment completion. Please contact NDG Support for further information.

7. How do I obtain a W-9?

FastSpring is the vendor of record for the sale. You can find a copy of the completed W-9 on FastSpring's Request for Taxpayer (W-9) form, which can be found here: <http://www.fastspring.com/w9.pdf>

8. VAT information for EU customers?

FastSpring is a United States-based seller of digital goods. EU laws require FastSpring to charge VAT Tax (sales tax) on purchases of electronically delivered products for buyers based in the European Union. FastSpring is required to charge VAT Tax at the VAT rate of the buyer's country. For more information, please refer to: <http://www.fastspring.com/vat>

Other Questions

9. **Who should I contact if I have questions about this course that are not explained in this document?**

Questions specific to the lab content and ordering process should be directed to Network Development Group at hostednetlab@netdevgroup.com. Please take a few minutes to review the NDG website, www.netdevgroup.com, the course materials, and this FAQ document before emailing the NDG staff. You can also find the support documentation for the NDG Portal and NDG Online Lab service here:

<https://ndg.tech/nnAAad>