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NDG Purchase Orders – Cisco NetAcad™ Frequently Asked Questions

Instructors, Administrators and Purchasing Agents

Last updated May 22, 2017

Network Development Group is offering hosted Linux courses for institutions participating in the Cisco Networking Academy® program. In order for learners to access the course materials, they will need to enter a course access code. Academic institutions can purchase course access codes on behalf of learners or to resell at the academic institution's bookstore. All access codes for the NDG Hosted Linux Courses are sold by and through NDG's payment processor, FastSpring.

All orders must be submitted through the FastSpring online ordering form. Neither NDG nor FastSpring will accept email, fax, mailed, or any other documentation as acceptable methods of ordering unless prior arrangements have been made with the NDG Support team. When selecting the purchase order option as payment, the order will then be invoiced and sent via email to the address provided. A field is provided for your purchase order number for documentation purposes.

In order to submit a purchase order, the instructor for the course will first need to create the course in the Networking Academy and then share the unique purchasing URL that is generated with the purchasing agent to start the online purchase order process. The purchasing agent does not need a NetAcad account or other special access to submit orders; they only require that the purchasing URL be shared with them.

Skip to Step #3 if you are a purchasing agent and have the purchasing URL provided by the instructor of the course.

Creating the Course – Instructors

1. How do instructors get access to the hosted Linux courses?

If your organization is participating in the Cisco Networking Academy, you can use this course for Instructor-Led Training (ILT). You will create a class in the NetAcad.

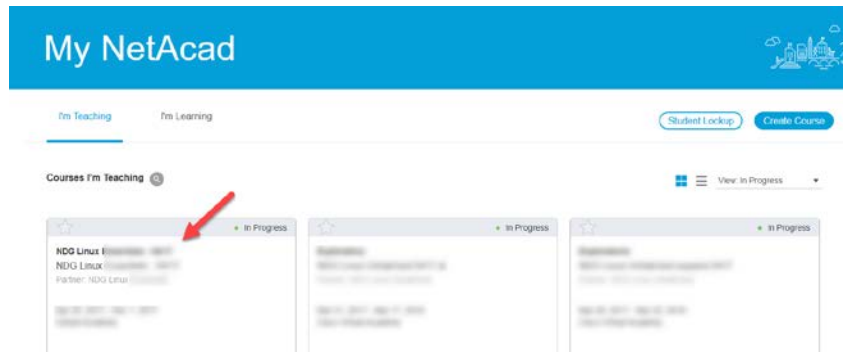
- a. From the NetAcad Home page, select the Teach tab
- b. Click the Create a Course link
- c. Enter the course information
 - i. Select an Academy
 - ii. Enter a Course Name and Course ID
 - iii. Select the course Partner: **NDG Selected Course**
 - iv. Choose a language for the course (English only)
 - v. Enter a start and conclude date
 - vi. Select the instructor
- d. Click Save
- e. Follow NetAcad procedures to enroll learners that will be allowed to purchase course access or your institution can purchase and distribute course access codes on behalf of the learner.

Instructors will have access to the course at no fee. Learner access is by fee. Academic institutions can purchase access for learners or require learners to purchase course access.

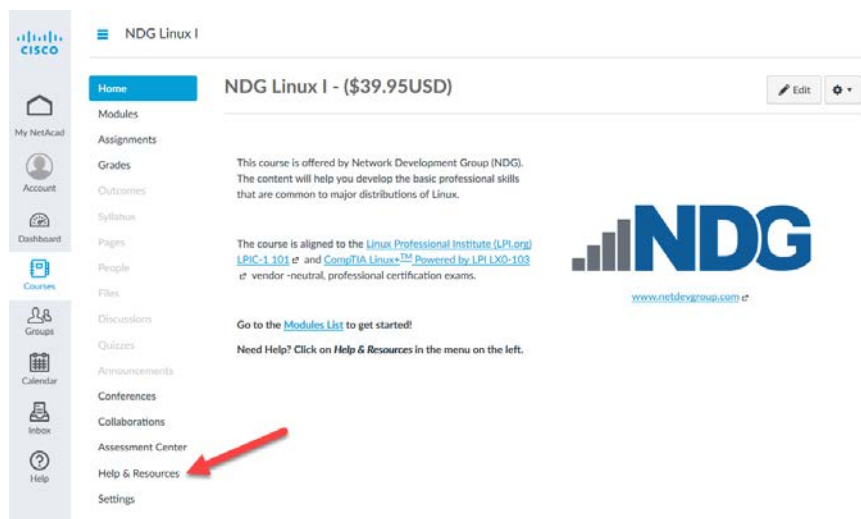
2. How does an instructor find the unique purchasing URL?

Before a purchase order can be submitted, the instructor must first create the course within Cisco NetAcad and then share the unique purchasing URL that is generated with a purchasing agent. After the course is created, an instructor may find the link by doing the following:

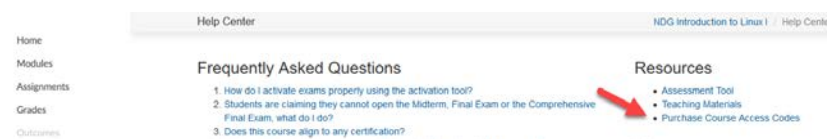
- a. From the My NetAcad homepage, select the course for which to purchase access codes.



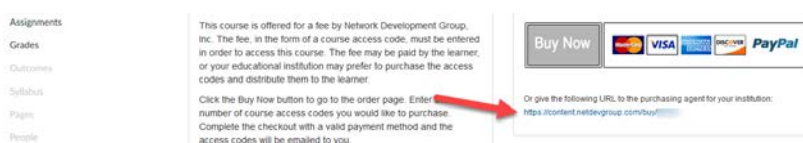
- b. Click the "Help & Resources" tab on the left.



- c. Under the "Resources" column on the right, select "Purchase Course Access Codes".



- d. The unique purchasing URL will be found in the box on the right.





Submit a Purchase Order – Purchasing Agents

3. How do I submit an order?

After clicking the link provided by the instructor, a purchasing agent will follow the steps below to submit a purchase order or pay for the access codes directly.

- a. Enter the quantity of codes being requested.

 United States



NDG Introduction to Linux I **\$39.95**

Quantity

The NDG Introduction to Linux I course is a "starting place" for learning the Linux system administration skills. The course includes hands-on access to a Linux virtual machine for practice using Linux as you study. The content is designed to prepare you for Exam 1 of the Linux Professional Institute LPIC-1 certification or Exam 1 of the CompTIA Linux+ powered by LPI certification.

The Networking Academy course start and end date is controlled by the institution. **Course access is set to a maximum of six months.**

- b. Scroll down and enter the order details.

Order Details

Contact Information






<p>First and Last Name <input type="text" value="John Doe"/></p> <p>Company <input type="text" value="Network Development Group"/></p> <p>Phone <input type="text" value="555-555-5555"/></p>	<p>Email Address <input type="text" value="hostedsupport@netdevgroup.com"/></p> <p><small>Double check that you've entered your email address correctly. We will send order information to it.</small></p>
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Mailing Address

<p>Country <input type="text" value="United States"/></p> <p>Address <input type="text" value="2 Davis Drive"/></p>	<p>City <input type="text" value="Research Triangle Park"/></p> <p>State <input type="text" value="North Carolina"/></p> <p>Zip Code <input type="text" value="27709"/></p>
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- c. Select payment method and click "Next".

Payment Method

-     Credit Card
-  PayPal Account
- Wire Transfer
- Check or Money Order
- Purchase Order
 - Purchase Order Number
 -
 - (optional)

Next
←

- d. Verify the information is accurate and click "Complete Order".

Frequently Asked Questions

Access Codes

1. How long is the course access?

The NetAcad course start and end date is controlled by the institution. Access codes are valid for six months of access. At the end of the six months, learners will be prompted to purchase an extension to continue accessing the course. 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 a year 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 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. How can I purchase access codes if I do not have the purchasing URL?

If the instructor of the course is unable to provide the purchasing URL and you are sure that your organization requires access codes for use with the Cisco Networking Academy, you may use the following URLs for purchasing access codes:

NetAcad NDG Linux I	https://ndg.tech/BOgYlz
NetAcad NDG Linux II	https://ndg.tech/GHUxkW

Please ensure that you are ordering the correct type of code for the course when using this method, as it bypasses the normal check (special purchasing URL) used to verify the type of course. Access codes are not transferable or useable outside of the specific course they are purchased for.

5. Are there ISBN numbers for the courses?

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 NDG Linux I	978-1-946780-04-1
NetAcad NDG Linux II	978-1-946780-05-8

FastSpring

6. How are payments processed?

All payments for the NDG Hosted Linux Courses 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>

7. 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.

8. How to 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>

9. 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

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

All questions should be directed to Network Development Group at hostedsupport@netdevgroup.com. Please take a few minutes to review the NDG Online Courses support page

<https://netdevgroup.com/online/support/courses/>, the course materials and this FAQ document before emailing the NDG staff.



This and other NDG documentation are routinely updated as changes to the course materials and processes are made. For the current version of this document, please visit our support page at <https://ndg.tech/gBDW0m>.