Trouble logging into Webex Academy?

When you get to the Webex Academy landing page and click 'sign in' you are presented with two options.

Webex Customer Login

This button uses the same credentials you'd use to login to your Webex Account. If your organization has enabled Single Sign-on, this will also work here.

- When signing in for the first time, you will be prompted to state your relationship with Cisco. Simply state that you are a Customer or a Partner/Service Provider here for the correct learning experience.

If you are a Cisco Partner but prefer to use your SSO credentials, you are welcome to use this as well.

- If you have previously taken courses on Webex Academy with your CCO ID (this would have been the case prior to March, 2024) using this login will create a second profile which will not reflect your previous activity. We can easily merge your profiles, just **open a ticket here**.

Cisco Partners and Employees Login

- This button uses your CCO ID credentials, which most partners or IT admins have gotten at some point. If you don't have a CCO ID, or even if you're not sure, just use the Webex Customer Login for quickest access.

- ALL Cisco Employees should be using this button as it uses your info from your CEC login.

- If you would like to use a CCO ID, but do not have one, **follow the steps in this document**.

- If you need to sync your CCO ID with your partner organization, **follow the steps in this document**.