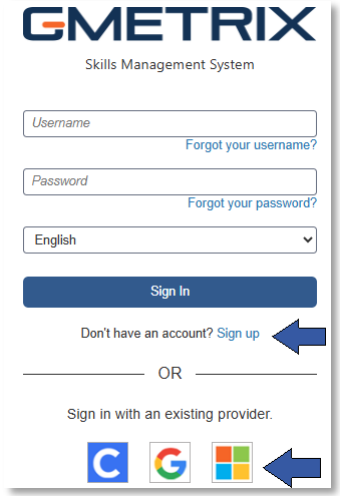
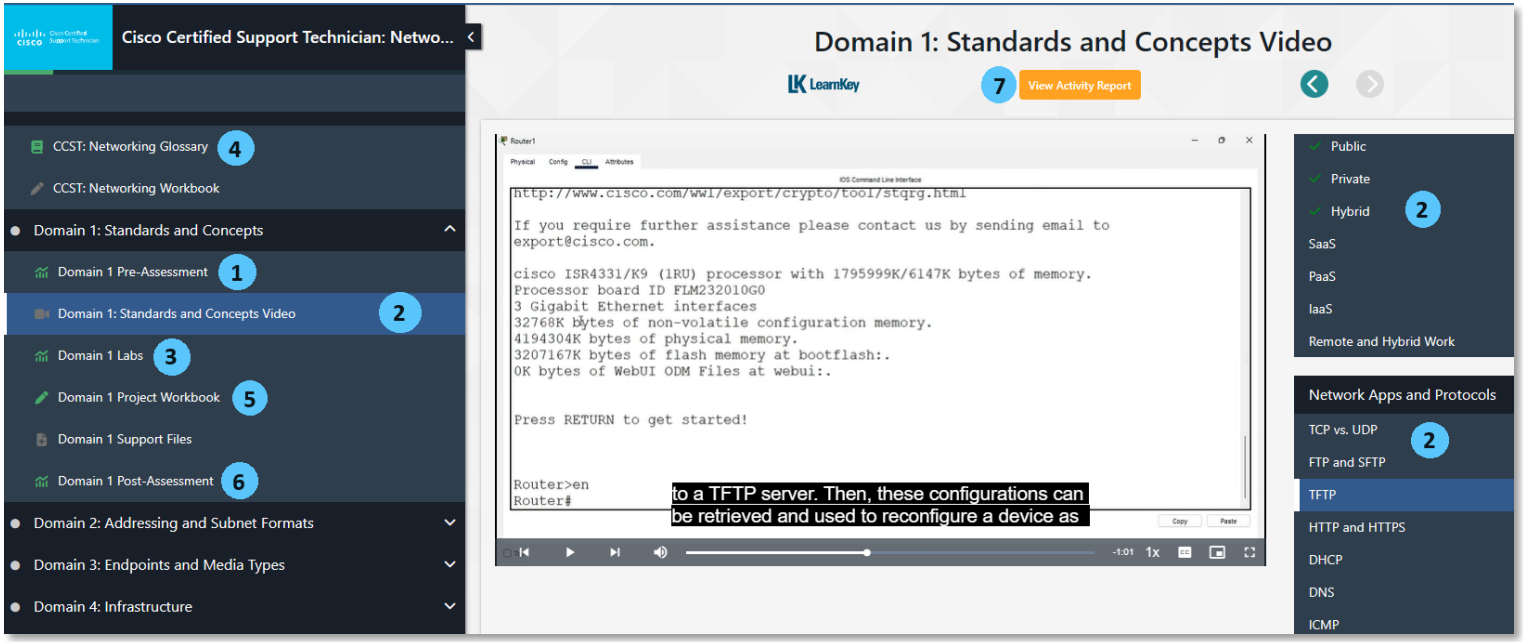
Best Practices – Student Getting Started Guide for Cisco Certified Support Technician

To access your LearnKey courseware, go to www.gmetrix.net



- If you have a GMetrix account, from a Chromebook, Windows, or Mac computer login with your account.
- If you need a new GMetrix account, select Sign up here! or link your Clever, Microsoft, or Google account.
- To redeem a code, select the key-shaped redeem button and enter the code provided by your instructor.

1. Take Pre-Assessment
2. Watch Video Training
3. Exercise Labs (Follow the on-screen instructions to use the labs that are available for your e-learning device)
4. Review the Glossary (Key terms and definitions)
5. Student Workbook Activities (Ask your instructor if you are required to complete them)
6. Take the Post-Assessment Determine knowledge gained (passing score = 80% or higher)
7. Review Activity Report
8. Review and utilize Study Guide from the GMetrix Dashboard.



Remote Learning Best Practices:

- When accessing LearnKey courseware from home, try minimizing additional Wi-Fi connections like gaming or streaming videos could cause course pages or videos to load slowly.
- If you are using an internet filter or firewall, be sure to add gmetrix.net and media-aws.onlineexpert.com to the list of trusted sites.

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