

Professional Certified Network Administrator FAQ

General PCNA FAQ:

What does PCNA stand for?

Professional Certified Network Administrator, a professional certification for the custom electronic install and connected home industry.

In what countries is PCNA training and certification available?

The PCNA program is available world-wide, though at this time the content and exam is in English only.

Who can become a Professional Certified Network Administrator?

Any employee of a dealership authorized to sell Control4 or Snap One products. We recommend that all technicians (e.i. installers and system designers) take the PCNA course.

Why should I, or my team, become Professional Certified Network Administrators?

We believe that the consistent quality of design and installation when using trained network professionals improves reliability and performance in Connected Homes and this directly translates to improved customer satisfaction. By making sure your team is professionally trained and certified you can improve your team's efficiency and credibility as well as your customer confidence.

What does the PCNA curriculum entail?

The PCNA curriculum assumes that most trainees are Custom Installation professionals from the Audio/ Video, home security, and similar domains who have a modest amount of experience with TCP/IP networks, and want to have a more solid knowledge base. PCNA explains how TCP/IP works (addressing, subnet masks, default gateways, etc.), options for cabling, how to build networks from switches, how to plan TCP/ IP addressing for variously sized

networks, how to create reliable wireless networks, how to remotely manage using OvrC, and how to plan a complete home network system.

How do I register myself, or team member, to begin PCNA training?

A manager or staff member with administrator privileges on the Control4, Snap One, or Triad dealer portals can register members of their team for PCNA training. Multiple individuals can be registered at the same time and the dealer portal administrators can track the progress of everyone who has been registered for PCNA training. To register individuals for PCNA will need a dealer portal account. If your technician does not have an account already, administrators can give technicians a limited-access dealer portal account using these instructions. Should you need assistance with this process, please contact your Sales Support Associate whose contact information can be found under Account Profile on the dealer portal.

How does the PCNA rebate program work? What are the rebate details?

In order to qualify for the rebate, the registered trainee must complete the coursework and pass the certification exam within 60 days from the initial registration date (date of kit purchase). The rebate will be applied to the dealer account within 30 days after the trainee has passed their exam to become a Professional Certified Network Administrator. This may be the Control4 dealer portal, the Snap One dealer portal, or the Triad Speakers dealer portal – whichever account the registration was processed in.

What happens if a PCNA trainee does not complete the training and certify within 60 days?

Eligibility for the rebate is void 60 days after the registration date (kit purchase). If that date passes and the Professional Certified Network Administrator trainee is still not certified, please note that the trainees may still finish the coursework and certification to become a verified PCNA. Only the rebate is void after the 60 day term.

Can my technicians share PCNA equipment?

The equipment comes with the course enrollment and is intended for the certified technician's use during online study and after certification. A trainee's kit, registration, access to course materials, and certification is tied to their individual technician account. The certification exam can be accessed only by trainees registered for the PCNA curriculum. Keeping and maintaining the network gear after PCNA training is crucial to the commitment of long-term learning. We believe when a single technician takes ownership and sole responsibility for their PCNA network, lives with it and maintains it, they retain and nurture their expertise.

Is the registration for PCNA training transferable, e.g. If someone registered for PCNA training leaves the company can I register someone else in their place?

Registration is not transferable after a trainee starts the fourth course of PCNA. Prior to starting the fourth course, Snap One Education may consider accommodating a registration transfer. If an accommodation is granted, it does not reset the date by which the trainee must complete certification; it remains 60 days from the original registration date (date of purchase).

Who do we contact if we have problems with registrations?

For concerns or assistance with registering, a dealer portal administrator should contact their respective Sales Support Associate (SSA). SSA contact information can be found under Account Profile on the dealer portal.

Who do we contact if we have an issue with the PCNA courses and course material?

Should there be any questions or concerns regarding course material, please send an email to pcna@snapone.com.

How many times can a technician attempt to pass the exam?

We currently do not limit the number of attempts a technician may take to pass the certification exam. While the initial payment covers the cost of the first certification attempt, each retake attempt costs a nominal payment to cover the exam's online proctoring costs. Each retake attempt costs less than \$30 and must be paid directly to the proctoring service. Payment will be requested automatically before attempting the second exam.

Why aren't costs for additional exam attempts covered with registration?

The certification exam is proctored by a 3rd party online-proctoring service, which verifies the trainee's identity and records the exam. Proctoring ensures the fairness, authenticity and credibility of the PCNA certification. In an attempt to keep PCNA costs low for everyone, we have included the cost of a single certification attempt in the overall cost of the PCNA course. Through this approach, a dealer must pay for additional attempts only when needed.

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