

Professional Certified Network Administrator FAQ

PCNA 2022 Update FAQ:

What is the timeline for the 2022 PCNA update?

The PCNA 2022 update will take place on **Thursday, March 31, 2022**—at which time, all PCNA courses will be inaccessible for 24 hours. The updated content will be available starting on **Friday, April 1, 2022**.

What if I've ordered my Pakedge kit and haven't received it yet?

Please email pcna@snapone.com with details of your situation so we can work with you.

What if I haven't started any PCNA courses?

If you have Pakedge equipment, you have until **Tuesday, March 29th, 2022** to complete all six courses, and take and pass the final exam.

What if I have an Araknis kit?

Those who currently have Araknis equipment can continue to use that equipment to complete the courses and final exam.

What if I have a Pakedge kit?

Because the new update will remove Pakedge versions of the course, those who currently have a PCNA kit with Pakedge equipment have until **Tuesday, March 29th, 2022** to complete all six courses, and take and pass the final exam.

What if I have a Pakedge kit and don't finish before the deadline?

Because of the update, there will be no reference to Pakedge in any of the courses and final exam. If you do not complete the courses and final exam before **Tuesday, March 29th, 2022** you will need to order a new PCNA kit that will contain Araknis equipment in order to complete the courses and final exam.

What are the changes to the courses and curriculum?

Based on your feedback, we have added more navigation options to each course menu. This will make it easier to navigate to the specific topics that you want to review.

We have also added text to the previous and next buttons on the player at the bottom of the course window for easier navigation.

Also due to the content update, all PCNA enrollments will restart whichever course is currently in progress. For example, if you are currently in the middle of Course 3, and log into PCNA after **April 1st, 2022**, Course 3 will start over from the beginning.

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