Smart Accounts in Cisco Account Profile Manager

Quick Guide

Smart Accounts in Cisco Account Profile Manager

Smart Accounts sub-tab

- A new **Smart Accounts sub-tab** is now available in **Cisco Account Profile Manager**
- You can **view your Existing Smart Account Access** (all Users)
- You can **Request a Smart Account** (all Users)
- You can **Manage Smart Account** (Smart Account Admin)

Request Access

- You can **Request Access to an Existing Smart Account** and **view Your Access Requests**.
- You can **send reminders** to Smart Account Admins to expedite your Access Request approval

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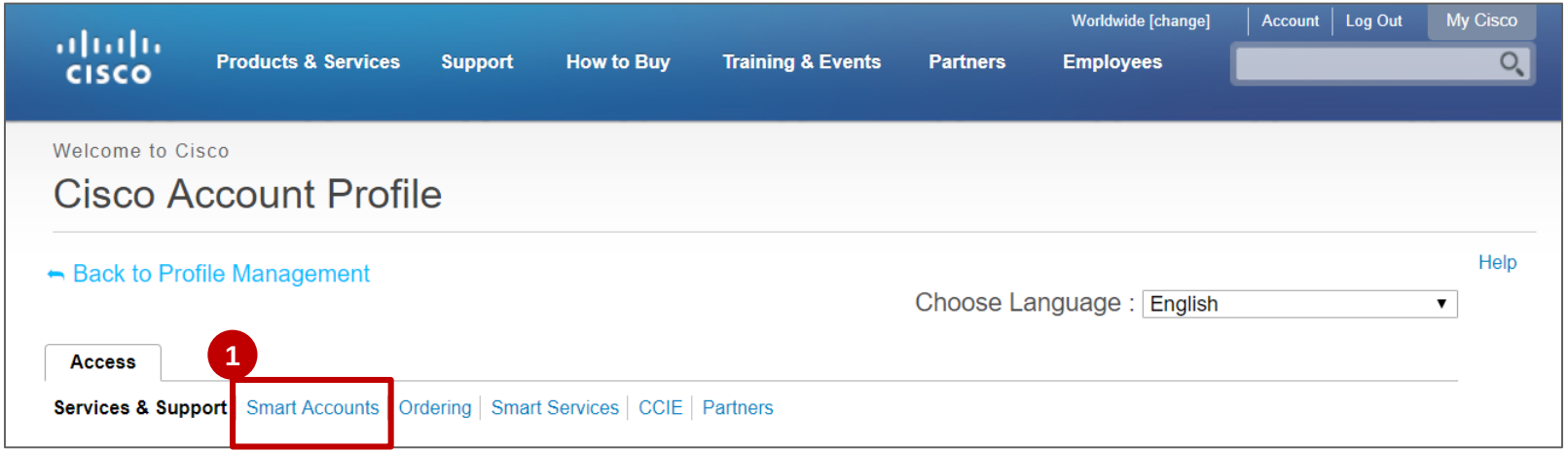
Smart Accounts in Cisco Account Profile Manager

1 You can now access the new **Smart Accounts sub-tab** in Cisco Account Profile Manager.



Note: Services & Support remains the default sub-tab.

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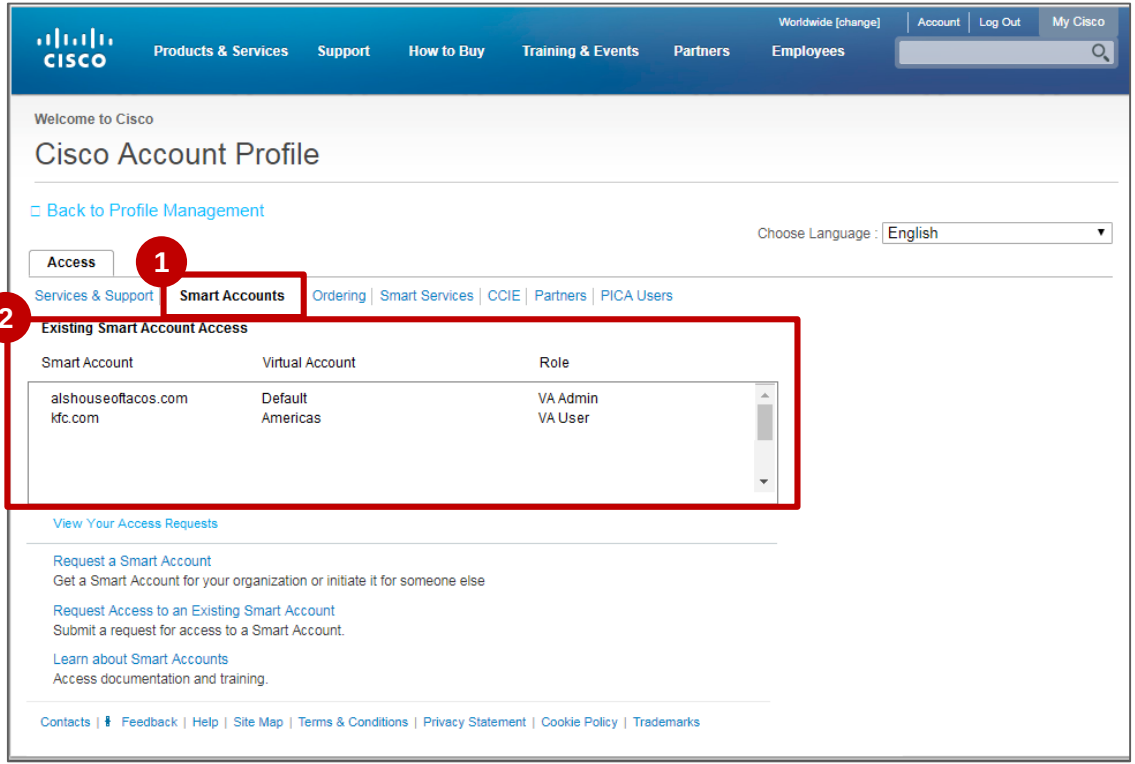
Smart Accounts in Cisco Account Profile Manager

1. When you click on the **Smart Accounts sub-tab**, the page content you see will be dynamically rendered, based on whether you have any existing Smart Account role assignments or not.

2. If you have existing Smart Account/Virtual Account role assignments, then the page will show the list of Smart Accounts, Virtual Accounts and your Role in each Smart Account (SA Admin, SA User, VA Admin or VA User).



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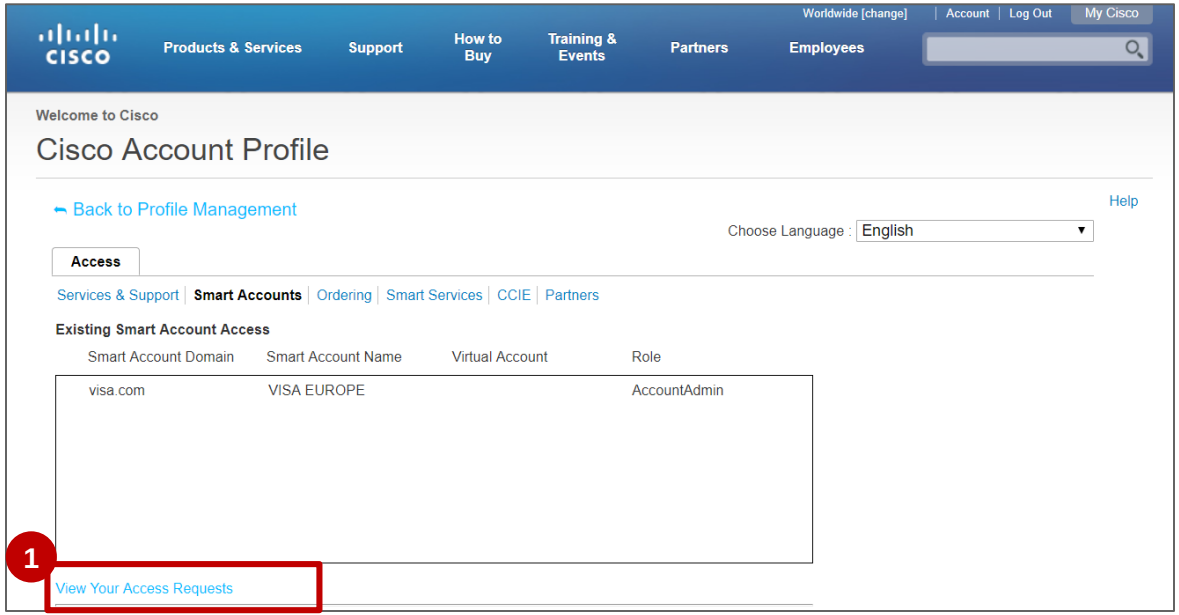
Smart Accounts in Cisco Account Profile Manager

1. From the **Smart Accounts sub-tab**, click on **View your Access Requests**, to check the status of your Smart Account requests.



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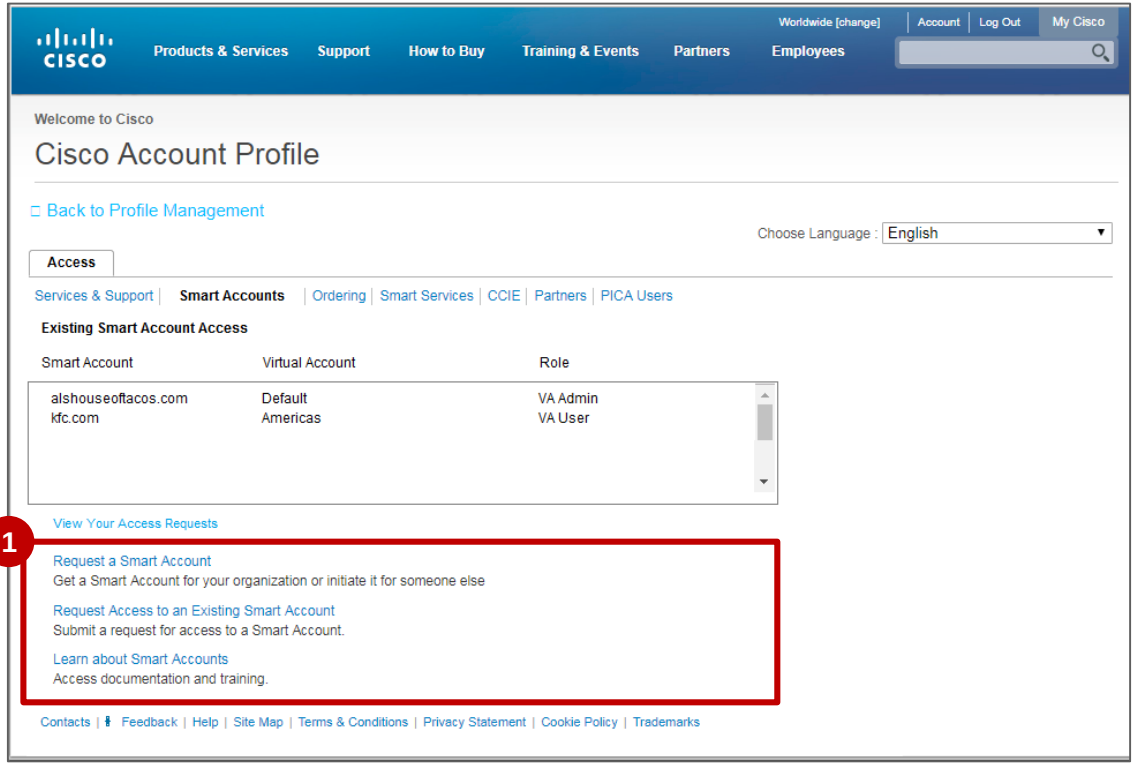
1. At the bottom of the page, you will be able to:
   - Request a Smart Account
   - Request Access to an Existing Smart Account
   - Learn about Smart Accounts



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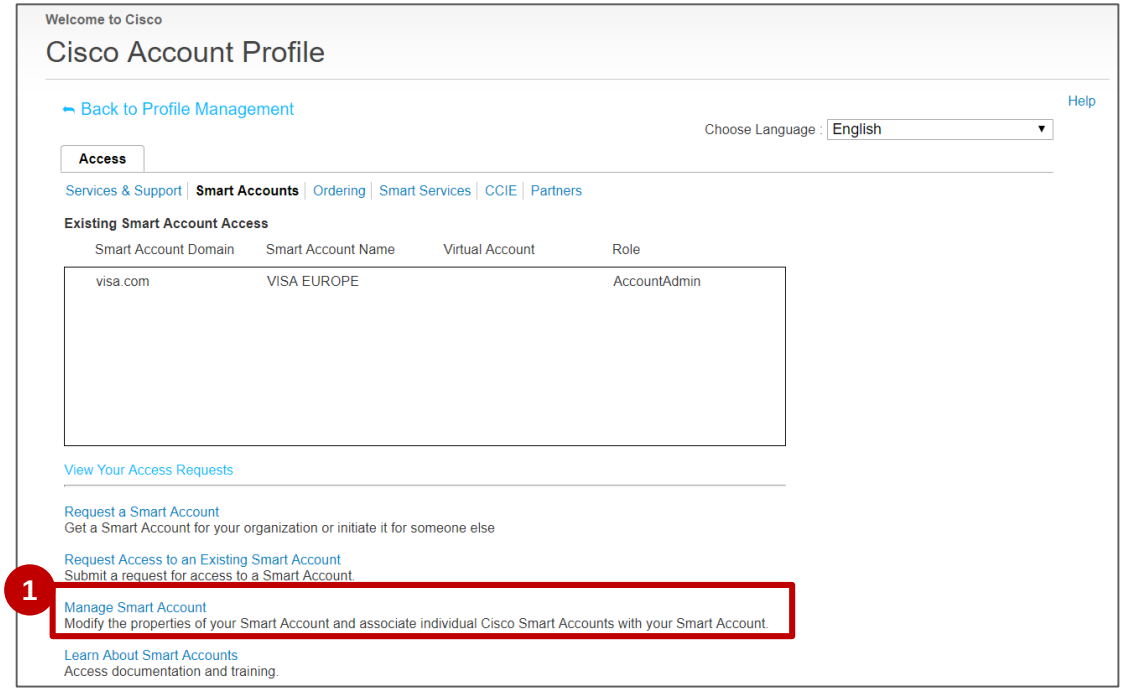
1. If you are a **Smart Account Administrator** or a **Virtual Account Administrator** in one or more Smart Accounts, then you will also see the option to **Manage Smart Account**.



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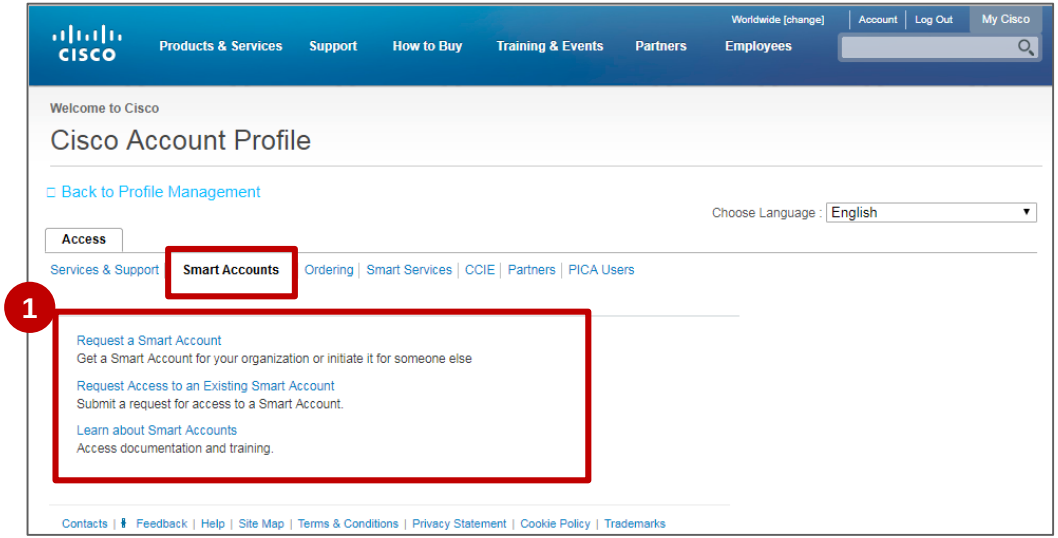
1. If you do not have any existing Smart Account role assignments, you will only see the following options in the Smart Accounts sub-tab:
   - Request a Smart Account
   - Request Access to an Existing Smart Account
   - Learn about Smart Accounts



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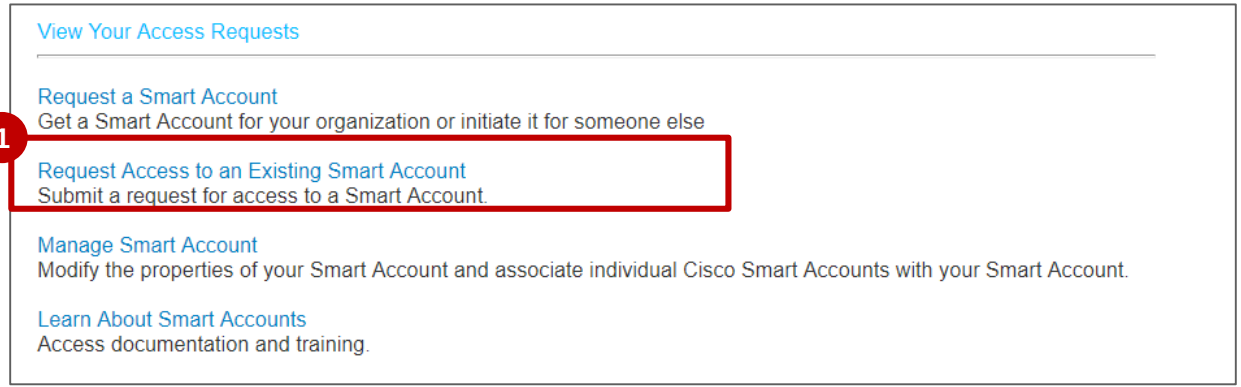
Smart Accounts in Cisco Account Profile Manager

Request a Smart Account redirects to the existing page on Cisco Software Central.

Manage Smart Account also redirects to the existing page on Cisco Software Central.

1. **Request Access to an Existing Smart Account** is a **new page hosted on Cisco Account Profile Manager**, but the look and feel will be identical to the Cisco Software Central Request Access to an Existing Smart Account.



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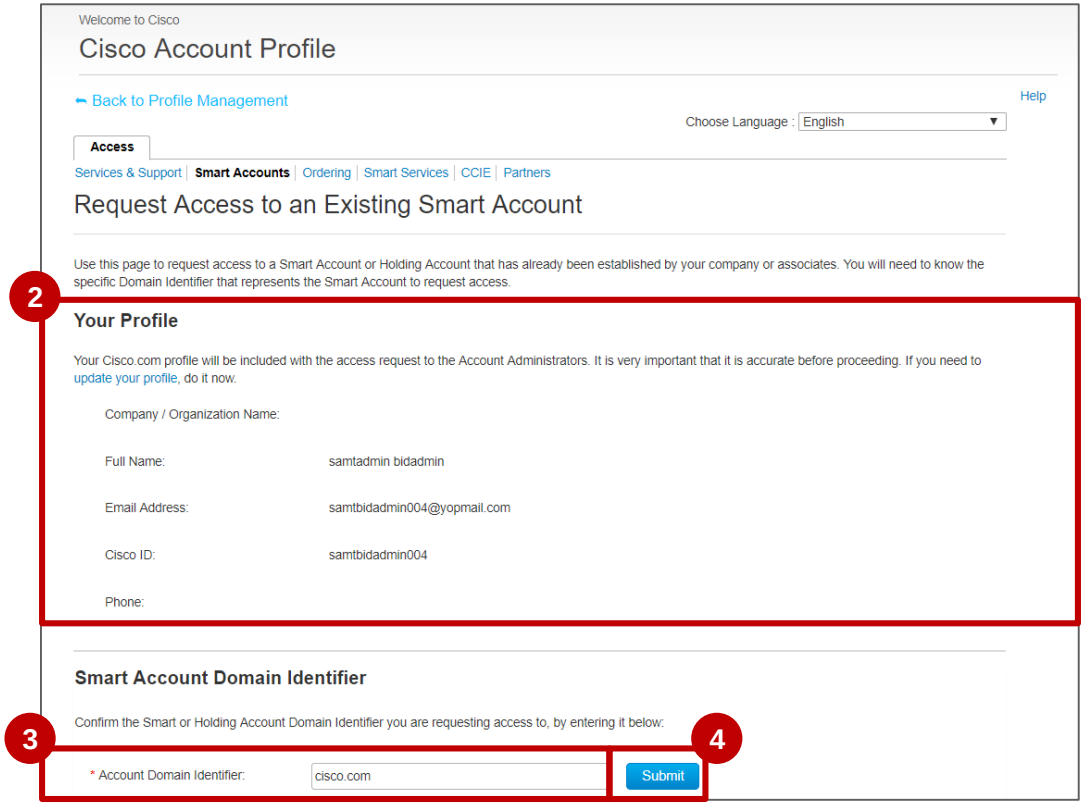
Smart Accounts in Cisco Account Profile Manager

After clicking **Request Access to an Existing Smart Account**, you will be redirected to this page within **Cisco Account Profile Manager**.

2. The information from your Cisco.com profile is used to verify your identity when the request is sent to the Smart Account Admins for review. *If needed, you can update your profile.*

3. **Enter the Account Domain Identifier** for the Smart Account you would like to request access to

4. Click **Submit**.



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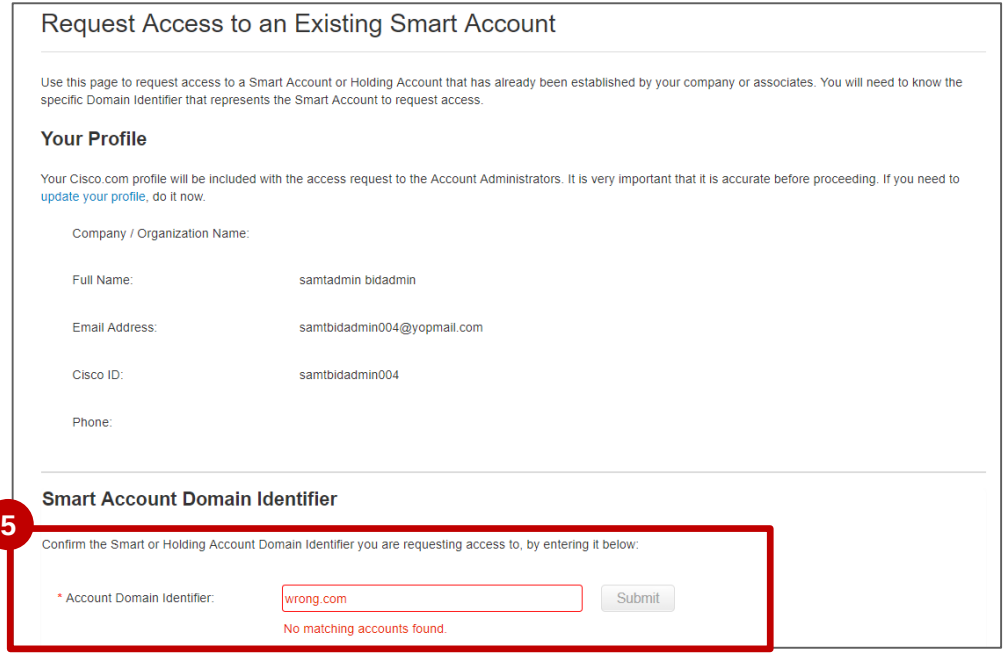
You can **validate whether a Smart Account exists** by entering the **Domain Identifier**, so that you can place a request to get access to an existing Smart Account.

5 If you enter the wrong Domain Identifier, an error message will be displayed:

No matching accounts found.



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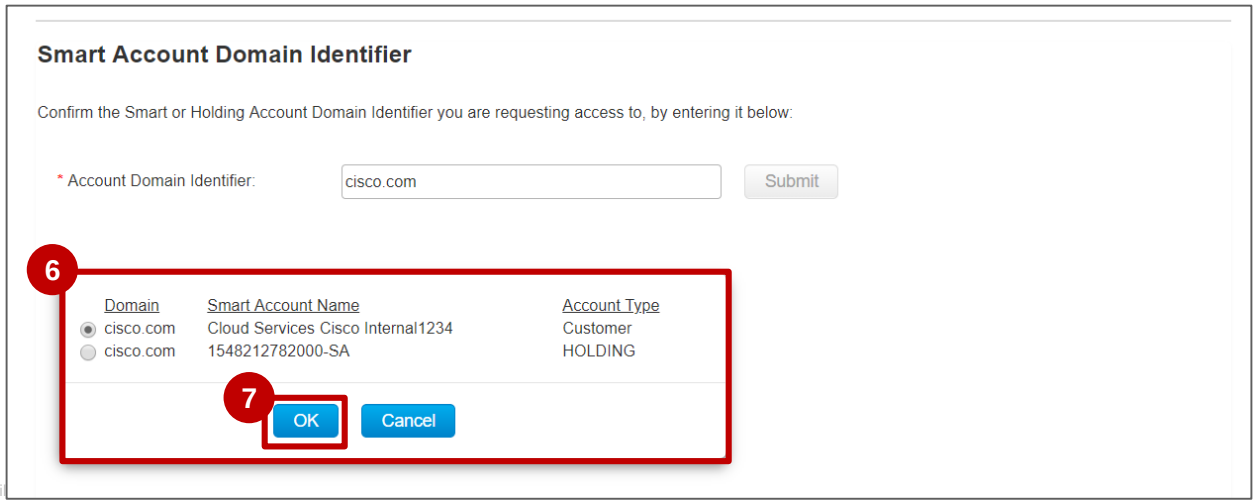
6. When a correct Domain Identifier is entered, the corresponding Smart Account(s) will be displayed. You will view the **existing Smart Accounts/Holding Accounts** for the Account Domain Identifier you provided.

7. **Select the appropriate Smart Account** and **click OK**. *Your access request will be sent to the Smart Account Administrator(s).*



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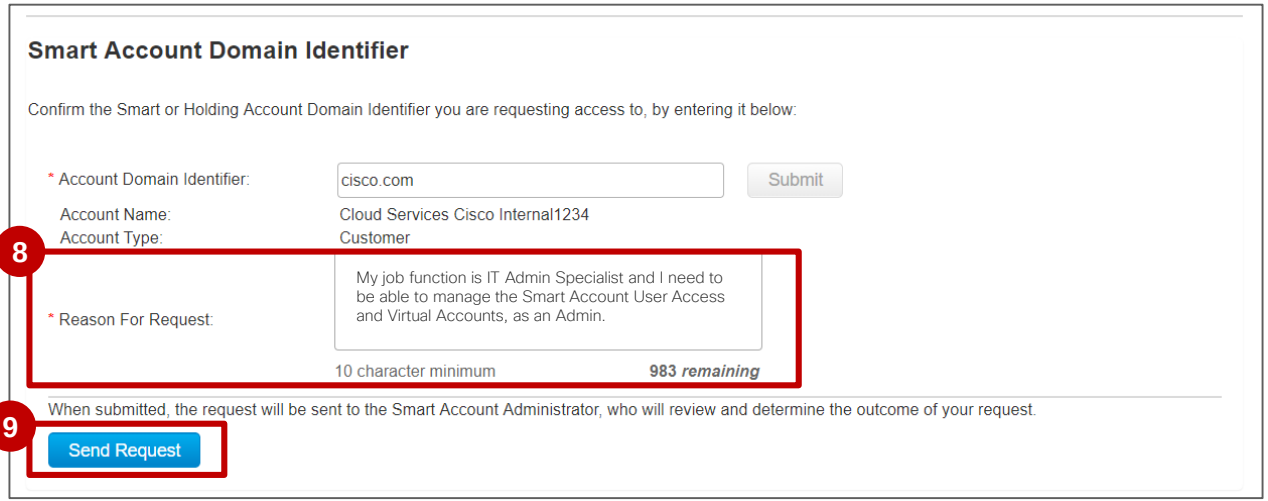
8. You will then be prompted to **provide a Reason for the Request** (example: *My job function is..., and I need to be able to do...*)

9. To confirm, click **Send Request**.



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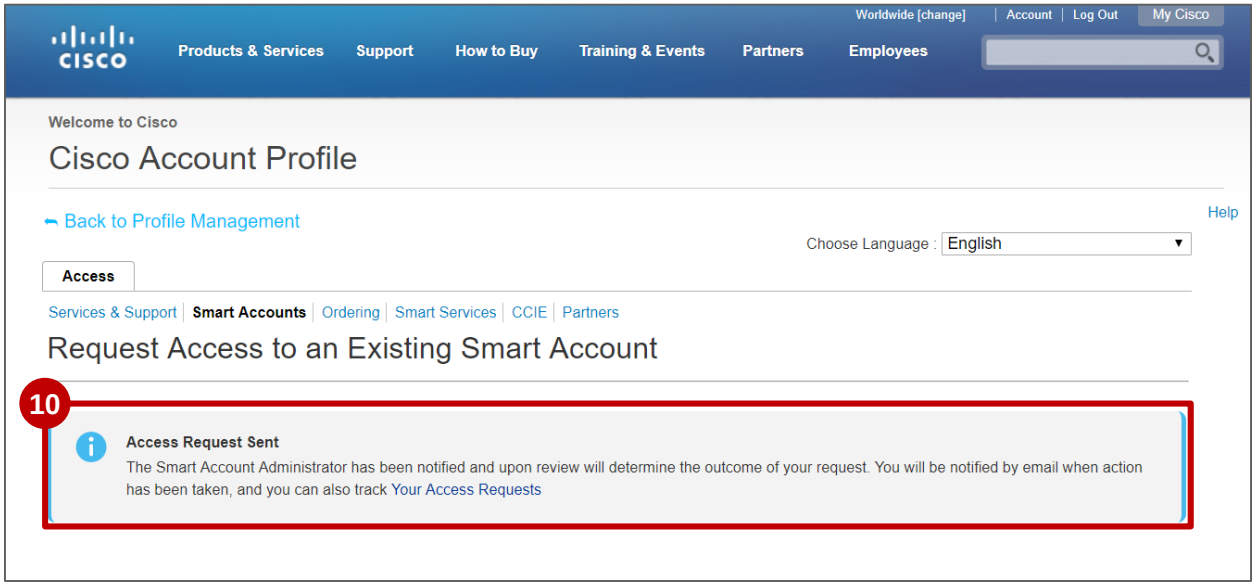
10 You will receive a confirmation message: **Access Request Sent**.

You can **check the status of your request** in **Your Access Requests** sub-tab.



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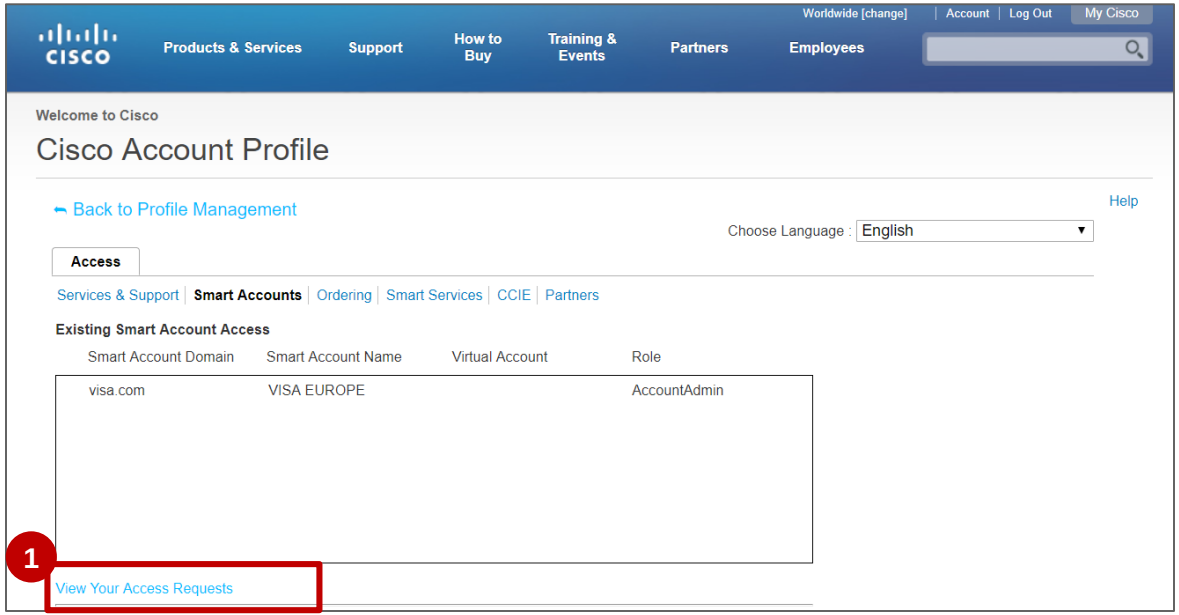
Smart Accounts in Cisco Account Profile Manager

1. From the **Smart Accounts sub-tab**, click on **View your Access Requests**, to check the status of your Smart Account requests.



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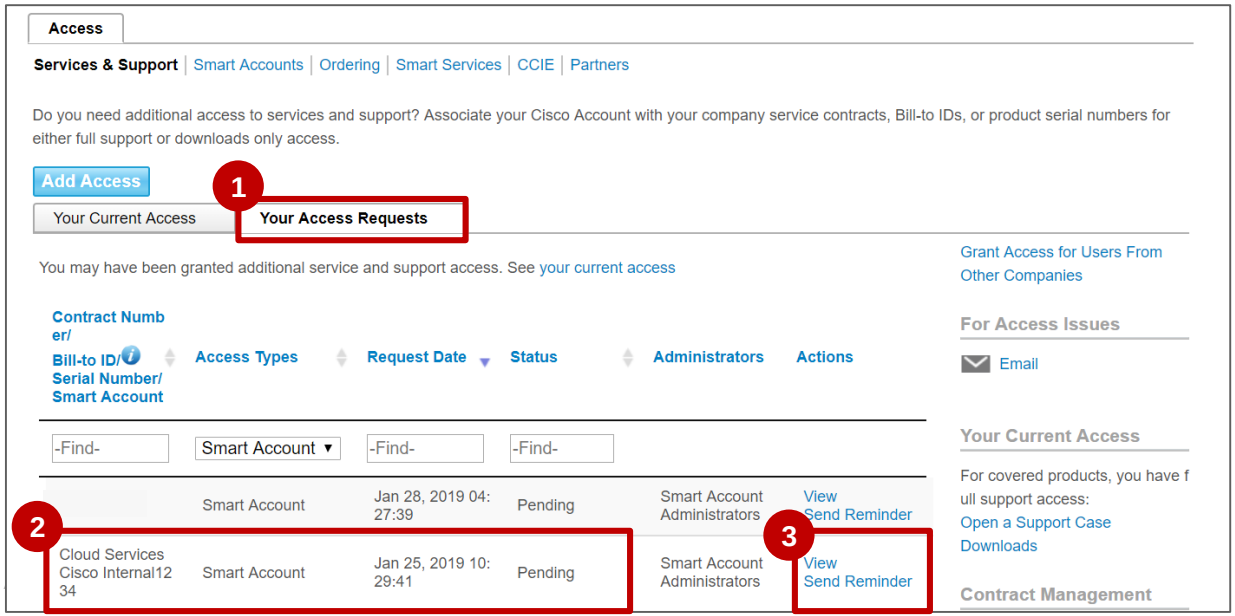
Smart Accounts in Cisco Account Profile Manager

1. Check the status of your request in Your Access Requests sub-tab.
2. You can check if a Smart Account Access Request was Approved, Denied, or if it is still Pending.
3. You can also View a Request or Send a Reminder (if the status is Pending).



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Additional Resources

Location	Audience	Description
Cisco Software Smart Account Request and Setup for Customers	Customers	How to request and set up a Smart Account.
Cisco Software Smart Account Administration for Customers	Customers	How to manage a Smat Account in terms of Virtual Accounts, Users, User Groups, etc.
Request Access to an Existing Smart Account QRG	Customers	A Quick Reference Guide on How to Request Access to an Existing Smart Account

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