



Smart Accounts in Cisco Account Profile Manager

Quick Guide

Smart Accounts in Cisco Account Profile Manager

Smart Accounts sub-tab

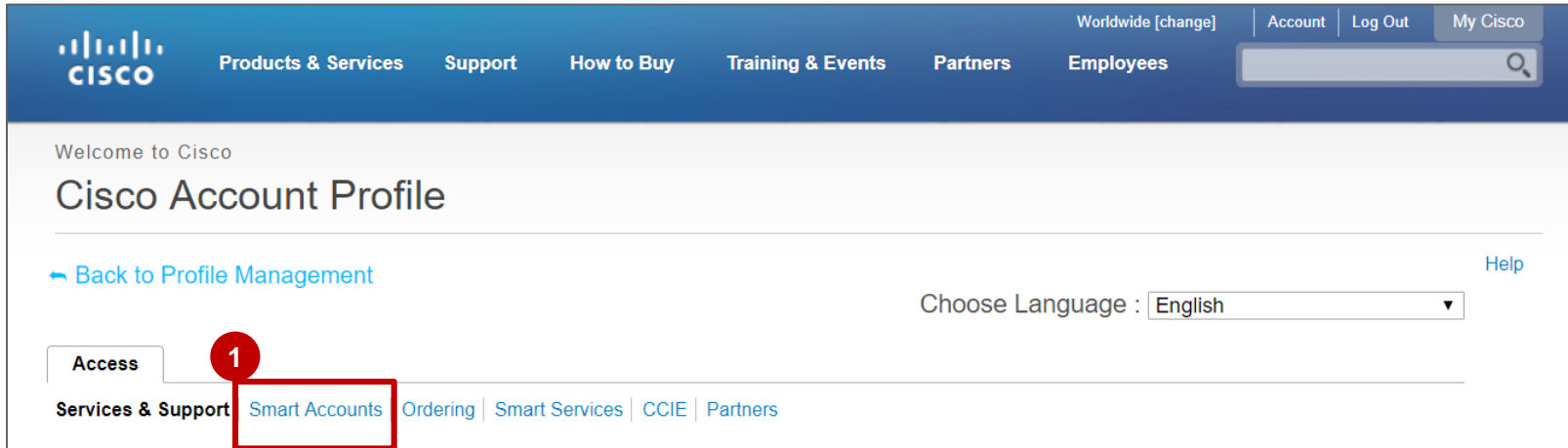
- A new **Smart Accounts sub-tab** is now available in **Cisco Account Profile Manager**
- You can **view your Existing Smart Account Access** (all Users)
- You can **Request a Smart Account** (all Users)
- You can **Manage Smart Account** (Smart Account Admin)

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**

Smart Accounts in Cisco Account Profile Manager

1 You can now access the new **Smart Accounts** sub-tab in [Cisco Account Profile Manager](#).



The screenshot displays the Cisco Account Profile Manager interface. At the top, there is a dark blue navigation bar with the Cisco logo on the left and several menu items: Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. On the right side of this bar, there are links for Worldwide [change], Account, Log Out, and My Cisco, along with a search bar. Below the navigation bar, the main content area has a light gray background. It starts with "Welcome to Cisco" and "Cisco Account Profile". There is a "Back to Profile Management" link on the left and a "Help" link on the right. A "Choose Language" dropdown menu is set to "English". Below this, there is a horizontal tabbed interface. The "Access" tab is currently selected. Underneath, there is a row of sub-tabs: "Services & Support", "Smart Accounts", "Ordering", "Smart Services", "CCIE", and "Partners". The "Smart Accounts" sub-tab is highlighted with a red box and a red circle containing the number "1".

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

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).

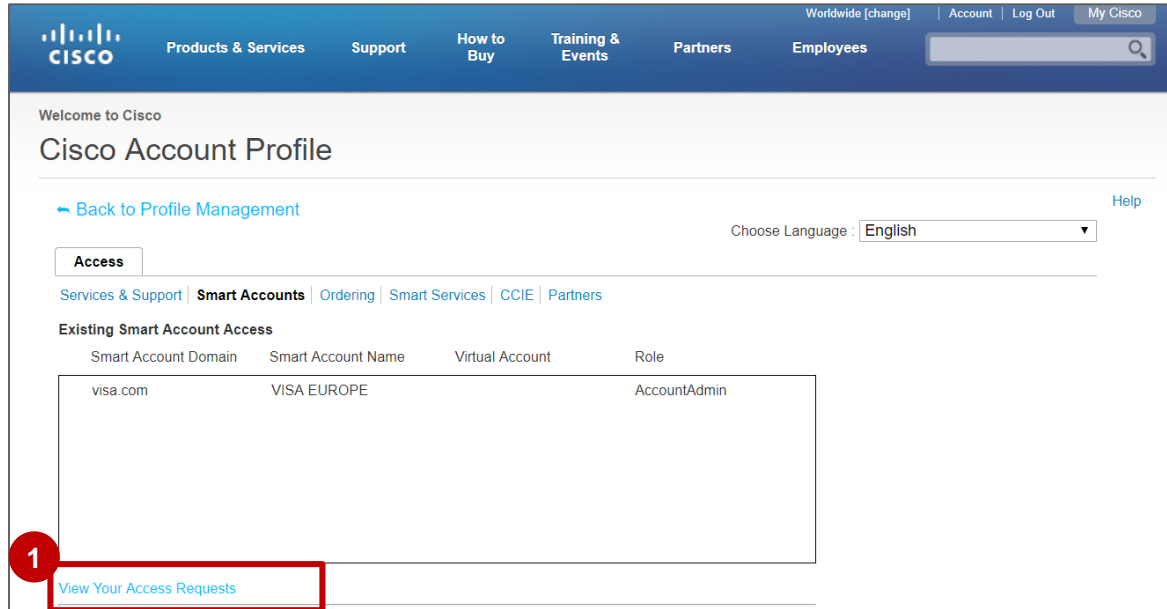
The screenshot displays the Cisco Account Profile Manager interface. The top navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', 'Employees', and a search bar. The main content area is titled 'Cisco Account Profile' and includes a 'Back to Profile Management' link and a language dropdown set to 'English'. A red box highlights the 'Smart Accounts' sub-tab in the navigation menu, with a red circle and the number '1' next to it. Below this, another red box highlights the 'Existing Smart Account Access' table, with a red circle and the number '2' next to it. The table lists Smart Accounts, Virtual Accounts, and Roles.

Smart Account	Virtual Account	Role
alshouseoftacos.com	Default	VA Admin
kfc.com	Americas	VA User

Below the table, there are links for 'View Your Access Requests', 'Request a Smart Account', 'Request Access to an Existing Smart Account', and 'Learn about Smart Accounts'. The footer contains links for 'Contacts', 'Feedback', 'Help', 'Site Map', 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

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.



The screenshot displays the Cisco Account Profile Manager interface. The top navigation bar includes the Cisco logo, "Products & Services", "Support", "How to Buy", "Training & Events", "Partners", and "Employees". A search bar is located on the right. Below the navigation bar, the page title is "Welcome to Cisco" and "Cisco Account Profile". A "Back to Profile Management" link is on the left, and a "Choose Language" dropdown menu is on the right, set to "English". The "Access" tab is selected, and the "Smart Accounts" sub-tab is active. Below the sub-tabs, the section "Existing Smart Account Access" contains a table with the following data:

Smart Account Domain	Smart Account Name	Virtual Account	Role
visa.com	VISA EUROPE		AccountAdmin

A red box highlights the "View Your Access Requests" link at the bottom left of the page, with a red circle containing the number "1" next to it.

Smart Accounts in Cisco Account Profile Manager

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

The screenshot displays the Cisco Account Profile Manager interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, Employees, Worldwide [change], Account, Log Out, and My Cisco. Below the navigation bar, the page title is "Cisco Account Profile" and there is a "Back to Profile Management" link. A language selector is set to "English".

The main content area is titled "Existing Smart Account Access" and contains a table with the following data:

Smart Account	Virtual Account	Role
alhouseoftacos.com	Default	VA Admin
kfc.com	Americas	VA User

Below the table, there is a section titled "View Your Access Requests" which is highlighted with a red box. This section contains three links:

- [Request a Smart Account](#)
Get a Smart Account for your organization or initiate it for someone else
- [Request Access to an Existing Smart Account](#)
Submit a request for access to a Smart Account.
- [Learn about Smart Accounts](#)
Access documentation and training.

At the bottom of the page, there is a footer with links for Contacts, Feedback, Help, Site Map, Terms & Conditions, Privacy Statement, Cookie Policy, and Trademarks.

Smart Accounts in Cisco Account Profile Manager

- 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**.

Welcome to Cisco

Cisco Account Profile

[← Back to Profile Management](#) [Help](#)

Choose Language :

Access

[Services & Support](#) | [Smart Accounts](#) | [Ordering](#) | [Smart Services](#) | [CCIE](#) | [Partners](#)

Existing Smart Account Access

Smart Account Domain	Smart Account Name	Virtual Account	Role
visa.com	VISA EUROPE		AccountAdmin

[View Your Access Requests](#)

[Request a Smart Account](#)
Get a Smart Account for your organization or initiate it for someone else

[Request Access to an Existing Smart Account](#)
Submit a request for access to a Smart Account

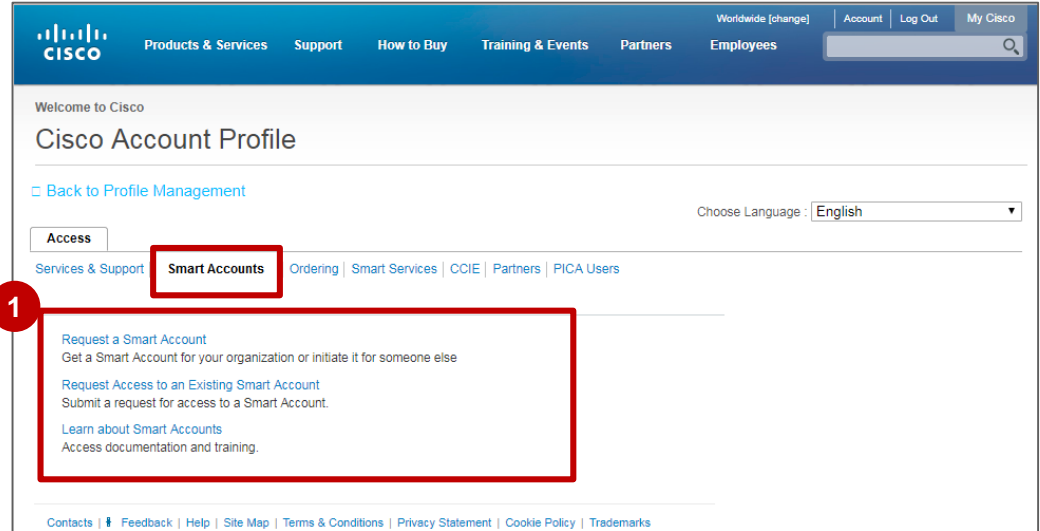
1 [Manage Smart Account](#)
Modify the properties of your Smart Account and associate individual Cisco Smart Accounts with your Smart Account.

[Learn About Smart Accounts](#)
Access documentation and training.

Smart Accounts in Cisco Account Profile Manager

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



The screenshot displays the Cisco Account Profile Manager interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. A search bar is located on the right. Below the navigation bar, the page title is "Welcome to Cisco" and "Cisco Account Profile". A "Back to Profile Management" link is visible. A language dropdown menu is set to "English". The "Access" tab is selected, and the "Smart Accounts" sub-tab is highlighted with a red box. A red circle with the number "1" is placed next to the sub-tab. The content of the "Smart Accounts" sub-tab is also highlighted with a red box and contains the following links and text:

- [Request a Smart Account](#)
Get a Smart Account for your organization or initiate it for someone else
- [Request Access to an Existing Smart Account](#)
Submit a request for access to a Smart Account.
- [Learn about Smart Accounts](#)
Access documentation and training.

At the bottom of the page, there are links for Contacts, Feedback, Help, Site Map, Terms & Conditions, Privacy Statement, Cookie Policy, and Trademarks.

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.

View Your Access Requests

[Request a Smart Account](#)
Get a Smart Account for your organization or initiate it for someone else

1 [Request Access to an Existing Smart Account](#)
Submit a request for access to a Smart Account.

[Manage Smart Account](#)
Modify the properties of your Smart Account and associate individual Cisco Smart Accounts with your Smart Account.

[Learn About Smart Accounts](#)
Access documentation and training.

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**.

Welcome to Cisco

Cisco Account Profile

[← Back to Profile Management](#) [Help](#)

Choose Language:

Access

[Services & Support](#) | [Smart Accounts](#) | [Ordering](#) | [Smart Services](#) | [CCIE](#) | [Partners](#)

Request Access to an Existing Smart Account

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:

Full Name: samtadmin bidadmin

Email Address: sambidadmin004@yopmail.com

Cisco ID: sambidadmin004

Phone:

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

Smart Accounts in Cisco Account Profile Manager

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.

Request Access to an Existing Smart Account

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:

Full Name: samtadmin bidadmin

Email Address: samtbidadmin004@yopmail.com

Cisco ID: samtbidadmin004

Phone:

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

No matching accounts found.

Smart Accounts in Cisco Account Profile Manager

- 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).*

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

Domain	Smart Account Name	Account Type
<input checked="" type="radio"/> cisco.com	Cloud Services Cisco Internal1234	Customer
<input type="radio"/> cisco.com	1548212782000-SA	HOLDING

Smart Accounts in Cisco Account Profile Manager

- 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**.

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

Account Name: Cloud Services Cisco Internal1234
Account Type: Customer

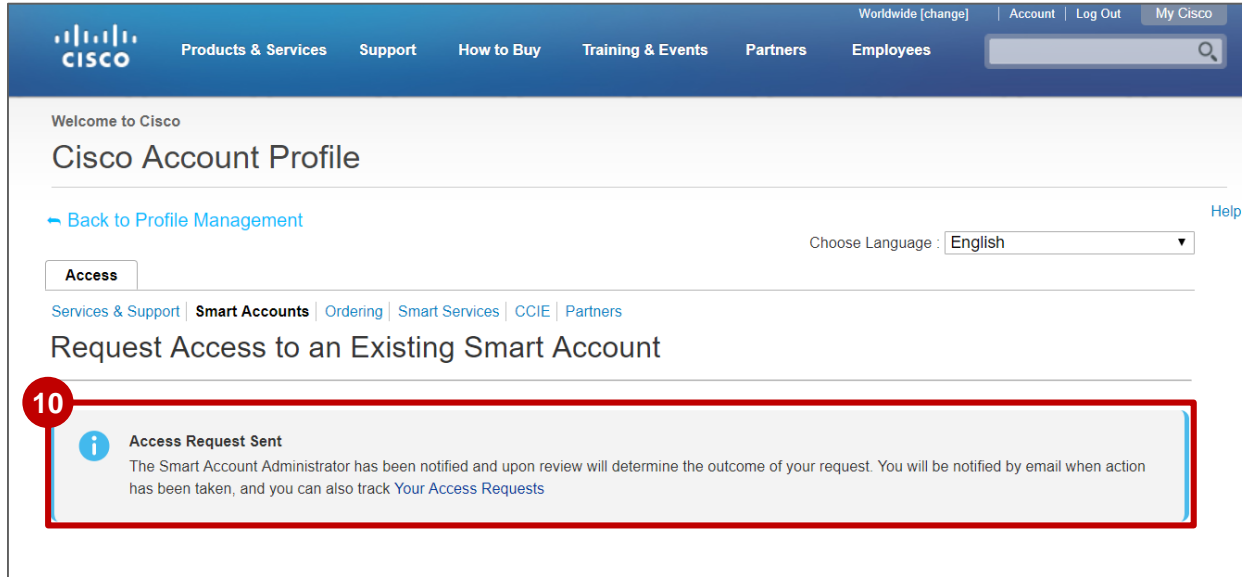
* Reason For Request:
10 character minimum **983 remaining**

When submitted, the request will be sent to the Smart Account Administrator, who will review and determine the outcome of your request.

Smart Accounts in Cisco Account Profile Manager

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

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



The screenshot displays the Cisco Account Profile Manager interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. A search bar is also present. Below the navigation bar, the page title is "Cisco Account Profile". A "Back to Profile Management" link is visible on the left, and a "Choose Language" dropdown menu is set to "English" on the right. The main content area is titled "Request Access to an Existing Smart Account". A red box highlights a confirmation message that reads: "10 Access Request Sent. The Smart Account Administrator has been notified and upon review will determine the outcome of your request. You will be notified by email when action has been taken, and you can also track Your Access Requests".

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.

The screenshot shows the Cisco Account Profile Manager interface. The top navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees'. A search bar is located on the right. Below the navigation bar, the page title is 'Welcome to Cisco' and 'Cisco Account Profile'. There is a 'Back to Profile Management' link and a 'Choose Language' dropdown menu set to 'English'. The 'Access' tab is selected, and the 'Smart Accounts' sub-tab is active. Below the sub-tabs, there is a section titled 'Existing Smart Account Access' with a table. The table has columns for 'Smart Account Domain', 'Smart Account Name', 'Virtual Account', and 'Role'. One row is visible with the values 'visa.com', 'VISA EUROPE', and 'AccountAdmin'. At the bottom left, a red box highlights the 'View Your Access Requests' link, with a red circle containing the number '1' next to it.

Smart Account Domain	Smart Account Name	Virtual Account	Role
visa.com	VISA EUROPE		AccountAdmin

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).

Access

Services & Support | [Smart Accounts](#) | [Ordering](#) | [Smart Services](#) | [CCIE](#) | [Partners](#)

Do you need additional access to services and support? Associate your Cisco Account with your company service contracts, Bill-to IDs, or product serial numbers for either full support or downloads only access.

[Add Access](#)

Your Current Access | **Your Access Requests**

You may have been granted additional service and support access. See [your current access](#)

[Grant Access for Users From Other Companies](#)

Contract Number/
Bill-to ID/
Serial Number/
Smart Account

Access Types | **Request Date** | **Status** | **Administrators** | **Actions**

Contract Number/ Bill-to ID/ Serial Number/ Smart Account	Access Types	Request Date	Status	Administrators	Actions
Smart Account		Jan 28, 2019 04:27:39	Pending	Smart Account Administrators	View Send Reminder
Cloud Services Cisco Internal12 34	Smart Account	Jan 25, 2019 10:29:41	Pending	Smart Account Administrators	View Send Reminder

For Access Issues

[Email](#)

Your Current Access

For covered products, you have full support access:
[Open a Support Case](#)
[Downloads](#)

Contract Management

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 Smart 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

