



HOW TO USE MY CISCO ENTITLEMENTS (MCE)

Step-by-Step Guide for MCE Users

May, 2020

Preface

Purpose

This document provide a step-by-step guide for Smart Account (SA) users and administrators to perform actions related to their entitlements on the MCE Platform

Audience

Cisco Customers and Partners

Update to Document

May, 2020

Table of Contents

- Chapter 1: Login
- Chapter 2: View Insights
- Chapter 3: View Your Assets
- Chapter 4: Take Actions
- Chapter 5: Version Upgrade
- Chapter 6: View History
- Chapter 7: Orders (eDelivery)

GLOSSARY

Term	Definition
Smart Account (SA)	Type of an account that helps to easily view, store and manage ALL your assets and entitlements in one location across the entire organization. It also helps to consolidate user access management.
Virtual Account (VA)	A sub-folder within the SA that helps to internally organize your assets and entitlements.
Assets	Hardware/ devices, software, subscriptions and services.
Entitlement(s)	What Cisco Customers and Partners are entitled to: Right to Use, Right to Technical Support, Right to Software Download, Right to Manage Licenses, Right to Software Version Upgrade, Right to Hardware Replacement, Right to Content and more.
CCO ID	A CCO ID is your personal log in for the Cisco.com website. With a CCO ID you can register for trainings, events, programs and promotions and access additional tools and content.
Domain	Domain represents business or organizations on the internet. Example, for email address john@cisco.com , domain is 'cisco.com'.



GET HELP!

- MCE Support: Open a case under My Cisco Entitlements in [SCM](#)
- Smart Account Support: Open a case under Administration in [SCM](#)
- Smart License Support: Open a case using [SCM](#)



ADDITIONAL REFERENCE DOCUMENTS:

- [MCE Overview Video](#)
- Refresh [Smart Account basics](#)
- Refresh [Smart License basics](#)



THANK YOU!