



Create a Smart Account when using a Public Domain Email Address

For Small Business Customers



This User Guide is for small businesses that don't have a company email domain and are using a public email domain

Smart Account: Public Domain Email Address

How to create Smart Account when using a Public Domain Email Address

If a Small Business Customer is using a public email domain and they don't have a company email domain that matches their Smart Account Domain ID, they should do the following when creating a Smart Account:

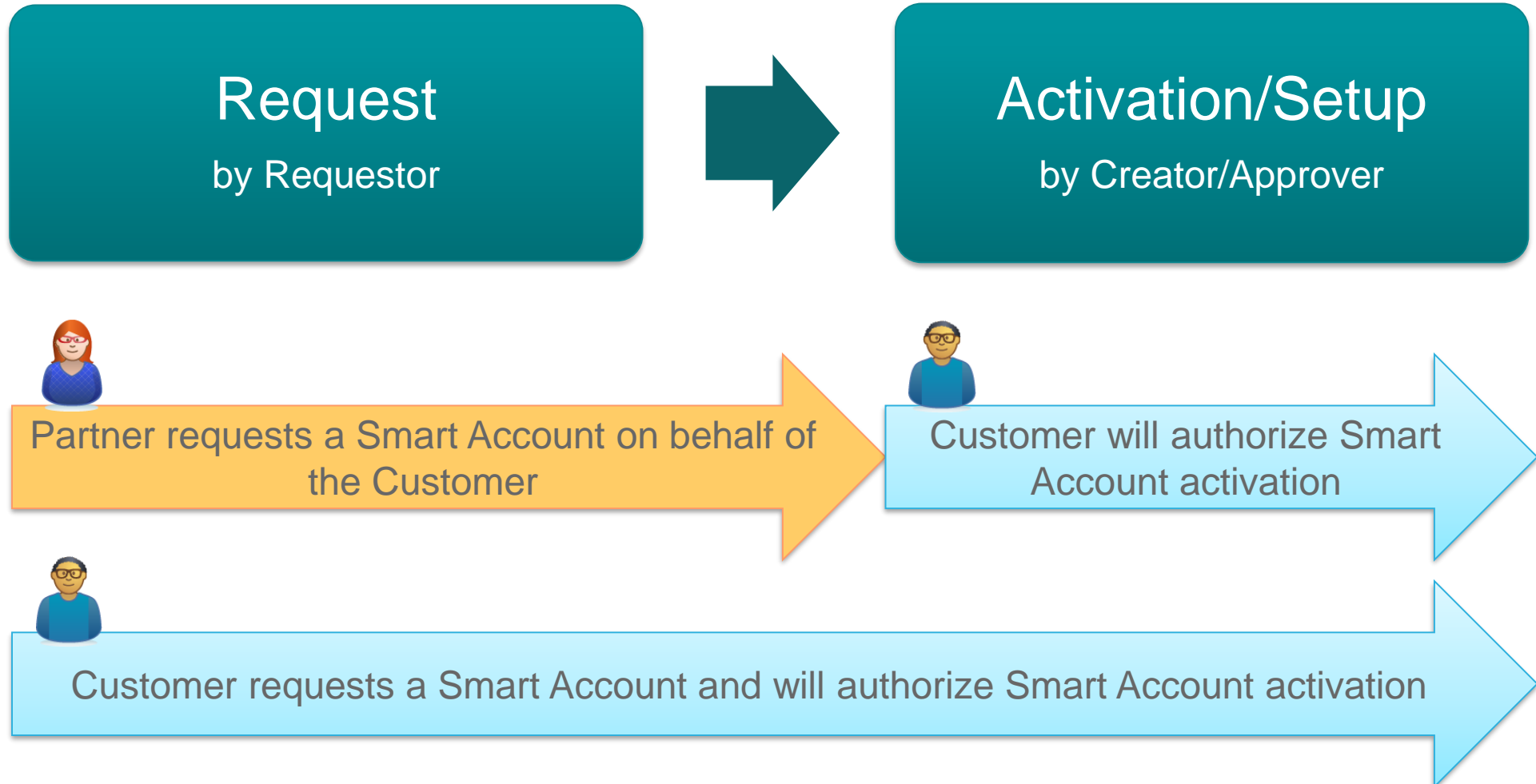
- The default Smart Account Domain ID will be the public email domain and it must be modified.
- The Customer should change the default Smart Account Domain ID to mirror the Customer's website or domain.

****Please note that a registered domain name (ICANN) is required to set up a Smart Account. If the Customer doesn't have a registered domain name, they should create one for their company.***

*****This User Guide is for small businesses that don't have a company email domain and are using a public email domain. If a Customer has a company email domain, they should update their primary email address in their Cisco.com profile and then create a Smart Account using their company email domain.***

Smart Account Request and Activation

Two options are available



Request a Customer Smart Account

Go to Cisco Software Central: software.cisco.com

The screenshot shows the Cisco Software Central interface. At the top, there is a navigation bar with tabs for Order, Download & Upgrades, Provisioning, License, and Administration. The Administration tab is selected. Below the navigation bar, there are three main sections: Download & Upgrade, Network Plug and Play (marked as New), and License. At the bottom, there are two sections: Order and Administration. In the Administration section, the 'Request a Smart Account' link is highlighted with a red box and a red circle with the number 1. A callout box points to this link with the text: 'Click Request a Smart Account from the Administration tab'.

Cisco Software Central

English [Change] Hello, Anna Skocka Cisco Demo Smart Account

Order Download & Upgrades Provisioning License Administration

Download & Upgrade

Software Download
Download new software or updates to your current software

eDelivery
Get fast electronic fulfillment of software, licenses, and documentation

Product Upgrade Tool (PUT)
Order major upgrades to software such as Unified Communications

Upgradeable Products
Browse a list of all available software updates.

Network Plug and Play ^{New}

Plug and Play Connect
Device management through Plug and Play Connect portal

Learn about Network Plug and Play
Training, documentation and videos

License

Traditional Licensing
Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing
Track and manage Smart Software Licenses.

Enterprise License Agreements
Generate and manage licenses from Enterprise License Agreements.

Order

Buy Directly from Cisco
Configure, price, and order Cisco products, software, and services. Available to partners and to customers with a direct purchasing agreement.

End User License and SAAS Terms
Cisco software is not sold, but is licensed to the registered end user. The terms and conditions provided govern your use of that software. Read them here.

Administration

All Users:

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

Manage Smart Account
Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts.

Additional for Partners:

Request a Partner Holding Account
Allows Cisco Partners to request a Holding Smart Account

1 Click Request a Smart Account from the Administration tab

Partner requesting a Smart Account on behalf of their Customer

*or, a Customer User nominates another person in their company to authorize Smart Account activation.

Smart Account Request

Provide contact details of the person who will authorize Smart Account activation

Cisco Software Central > Create Smart Accounts English [Change] Hello, Anna Skocka

Create Smart Accounts

Provide the following information to activate a new Customer Smart Account for your company or to request an account on behalf of another user or company.

Confirm Your Profile

Confirm that your Cisco user profile information is up to date. If necessary [update your profile.](#)

Full Name:	Anna Skocka
Email Address:	askocka@cisco.com
Cisco ID:	askocka
Phone:	
Company / Organization Name:	Cisco Systems, Inc.

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

2 Yes, I have the authority to represent my company and will authorize activation

No, the person specified below should be notified to authorize activation

* Email Address:

Special Message:

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation. [Learn More](#)

* Account Domain Identifier: [Edit](#)

* Account Name:

• You can update your Cisco.com profile from here, if needed, including your email address.

• Select **Yes** if you have the authority to represent your company and will authorize Smart Account activation.

• Select **No** to provide the email address of the person who will be notified to authorize Smart Account activation.

The default option is **No**, and it will be shown in the next slides.

Smart Account Request

Provide the email address of the person who will authorize Smart Account activation

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation

No, the person specified below should be notified to authorize activation

3

* Email Address:

Special Message:

3


- Enter the **email address** of the person who will be authorizing the Smart Account activation.
- Optionally, you can add a message.

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

* Account Domain Identifier: [Edit](#)

* Account Name:



- In this example, the person who will authorize Smart Account activation has a **public domain email address** (john.doe@gmail.com)

Smart Account Request

Provide the Account Name and edit the Domain ID

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation

No, the person specified below should be notified to authorize activation

* Email Address:

Special Message:

Account Identity Information

The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is [Learn More](#)

* Account Domain Identifier:

* Account Name:



If the Customer has a **public domain email address**, such as gmail.com, yahoo.com, etc., you need to change the default Domain ID to mirror the Customer's registered domain name.

5

Click **Edit** to update the Domain Identifier of the Account. The person authorizing Smart Account activation has to approve the modification of the Domain ID. **This change will also require approval from Cisco.**

4

* Account Name:

4

Enter the **Account Name**. Typically it should be the Company Name.

Smart Account Request

Edit Domain ID

Worldwide [change] Logged In Account Log Out My Cisco

Edit the default Account Domain Identifier

The Account Domain Identifier is based on the top-level domain name and will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. The company/organization that is the administrator of the Smart Account must have the right to use the top-level domain name used in the Account Domain Identifier.


The default account domain identifier below can be changed in two ways:

- Modification of the top-level domain name
- Addition of a prefix to the top-level domain name

If you wish to edit the default Account Domain Identifier below, please note the following:

In order to complete account activation, the person specified as authorized to activate the account must use a Cisco.com ID that has a primary email address that matches the top-level domain in the Account Domain Identifier. If this is not possible, the Account Domain Identifier will require review and approval by Cisco for activation.

If you wish to add a prefix to the top-level domain to be included in the Account Domain Identifier, the modified Account Domain Identifier will require review and approval by Cisco for activation.

· gmail.com 

Enter Prefix(Optional) Top-level Domain Name

OK Cancel

6

6

Click on the **pencil icon** to edit the top-level Domain.

Smart Account Request

Edit Domain ID

Edit the default Account Domain Identifier

The Account Domain Identifier is based on the top-level domain name and will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. The company/organization that is the administrator of the Smart Account must have the right to use the top-level domain name used in the Account Domain Identifier.

The default account domain identifier below can be changed in two ways:

- Modification of the top-level domain name
- Addition of a prefix to the top-level domain name

If you wish to edit the default Account Domain Identifier below, please note the following:

In order to complete account activation, the person specified as authorized to activate the account must use a Cisco.com ID that has a primary email address that matches the top-level domain in the Account Domain Identifier. If this is not possible, the Account Domain Identifier will require review and approval by Cisco for activation.

If you wish to add a prefix to the top-level domain to be included in the Account Domain Identifier, the modified Account Domain Identifier will require review and approval by Cisco for activation.

Enter Prefix(Optional) Top-level Domain Name

7

Enter the new **top-level Domain**.

- It should be Domain ID of the Customer (registered domain name)

7b

Optionally, you can add a a Prefix to the Domain ID.

8

Click **OK** to confirm.

Smart Account Request

Continue Smart Account Request with the modified Domain ID

Cisco Software Central > Create Smart Accounts English [Change] Hello, Anna Skocka

Create Smart Accounts

Provide the following information to activate a new Customer Smart Account for your company or to request an account on behalf of another user or company.

Confirm Your Profile

Confirm that your Cisco user profile information is up to date. If necessary, [update your profile](#).

Full Name: Anna Skocka
Email Address: askocka@cisco.com
Cisco ID: askocka
Phone:
Company / Organization Name: Cisco Systems, Inc.

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation
 No, the person specified below should be notified to authorize activation

* Email Address:
Special Message:

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

* Account Domain Identifier:
* Account Name:

9

The Account Domain ID is now modified to mirror the Customer's registered domain name.

9

10

Click Continue

10

Smart Account Request

Company Information (Optional)

Cisco Software Central > Create Smart Accounts English [Change] Hello, Anna Skocka

Create Smart Accounts

Company Information(Optional)

This information is optional at this time but is required to complete activation of the Smart Account. If you choose to enter it now, the person authorizing activation of the Smart Account will be able to review and change the information if needed.

Enter the legal name and headquarter address of the company / organization that is the administrator of the Customer Smart Account. The company / organization provided must have the right to use the top-level domain name used in the Smart Account Domain Identifier.

11 Select to provide this information now

Top-level Domain Name: customercompanyabc.com

* **Company/Organization Name:**

* **Country:**

* **Address:**

Address 2:

* **City:**

* **State/Province/Region:**

* **Zip Code/Postal Code:**

12

** Note: If state/province and/or zip code/postal code does not apply, please enter 'NA'

11 Optionally, you can provide Customer's Company information at this point.

12 Click **Continue**

Smart Account Request

Administrative User Access (Optional)

Cisco Software Central > Create Smart Accounts

Create Smart Accounts

Administrative User Access (Optional)

You can nominate yourself or other persons for access to the account as a Smart Account Administrator. You can also request access later at [Cisco Software Central](#). [Learn More](#)

Requests for user administrative access will be sent to the person authorized to activate the Smart Account. Upon authorization, the users will be notified and able to accept or reject access.

I request access for other users:

13

I request access for myself

14

14 Click **Continue**

13

Optionally, you can request Administrative User Access to the Customer's Smart Account.

- Enter the email ID of users separated by commas to nominate them for Administrative access.
- Selecting the option **I request access to myself** to nominate yourself for the administrative role.

14

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Smart Account Request

Submit Smart Account Request

Cisco Software Central > Create Smart Accounts English [Change] Hello, Anna Skocka

Create Smart Accounts

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Account Information

Account Domain Identifier: customercompanyabc.com

Account Name: Customer Company ABC

Administrative User Access Information

Request Type: Administrative User Access to Smart Account

Requested For: Anna Skocka (askocka@cisco.com), john.smith@partnercompany.com

Person to authorize account activation and user access: john.doe@gmail.com

Requested By: Anna Skocka (askocka@cisco.com)

Special Message: Hey John, this is the Smart Account setup I mentioned last week.

15

Verify the **Smart Account information**, in particular the **Account Domain ID**.

In addition, please verify the names of the users nominated for administrative access.

The Account will be placed in a pending state until the Customer completes the Smart Account activation process.

1. The nominated **Customer User** will receive an email with instructions on how to complete **Account activation**.
2. Then the new **Account Domain ID** will have to be approved by **Cisco**.

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16

Click **Submit Request**.

When you press "Submit Request", a provisional Smart Account will be created. Orders can be assigned to a provisional Smart Account, however the Account is activated. An email will be sent to the person specified to authorize activation with instructions on how to activate their company's Smart Account.

[Back](#)

Customer Requesting a Smart Account and Authorizing Account Activation

Smart Account Request

Provide the Account Name and edit the Domain ID

Provide the following information to activate a new Customer Smart Account for your company or to request an account on behalf of another user or company.

Confirm Your Profile

Confirm that your Cisco user profile information is up to date. If necessary, [update your profile](#).

Full Name: John Doe
Email Address: john.doe@gmail.com
Cisco ID:
Phone:
Company / Organization Name:

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation

No, the person specified below should be notified to authorize activation

* Email Address:
Special Message:

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

* Account Domain Identifier: gmail.com [Edit](#)
* Account Name:

[Continue](#)

2

Select **Yes** if you have the authority to represent your company and will authorize Smart Account activation.

2

Yes, I have the authority to represent my company and will authorize activation

! A Smart Account provides your organization with the ability to manage and control user access to Cisco software licenses and entitlements. By authorizing activation of this Smart Account, you agree that you are authorized to create accounts and manage product and service entitlements, license agreements and user access to accounts on behalf of your organization. **Cisco Partners may not authorize account creation on behalf of customers.**

3

* Account Name:

3

Enter the **Account Name**. Typically it should be the Company Name.

Smart Account Request

Provide the Account Name and edit the Domain ID

Provide the following information to activate a new Customer Smart Account for your company or to request an account on behalf of another user or company.

Confirm Your Profile

Confirm that your Cisco user profile information is up to date. If necessary, [update your profile](#).

Full Name: John Doe
Email Address: john.doe@gmail.com
Cisco ID:
Phone:
Company / Organization Name:

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation

! A Smart Account provides your organization with the ability to manage and control user access to Cisco software licenses and entitlements. By authorizing activation of this Smart Account, you agree that you are authorized to create accounts and manage product and service entitlements, license agreements and user access to accounts on behalf of your organization. **Cisco Partners may not authorize account creation on behalf of customers.**

No, the person specified below should be notified to authorize activation

* Email Address:
Special Message:

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify** the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

* Account Domain Identifier: gmail.com
* Account Name:



If the Customer has a **public domain email address**, such as gmail.com, yahoo.com, etc., you need to change the default Account Domain ID to mirror the Customer's registered domain name.

4

Click **Edit** to update the Domain Identifier of the Account. This change will require approval from Cisco.

4

Smart Account Request

Edit Domain ID

Worldwide [change] | Logged In | Account | Log Out | My Cisco

Edit the default Account Domain Identifier

The Account Domain Identifier is based on the top-level domain name and will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. The company/organization that is the administrator of the Smart Account must have the right to use the top-level domain name used in the Account Domain Identifier.


The default account domain identifier below can be changed in two ways:

- Modification of the top-level domain name
- Addition of a prefix to the top-level domain name

If you wish to edit the default Account Domain Identifier below, please note the following:

In order to complete account activation, the person specified as authorized to activate the account must use a Cisco.com ID that has a primary email address that matches the top-level domain in the Account Domain Identifier. If this is not possible, the Account Domain Identifier will require review and approval by Cisco for activation.

If you wish to add a prefix to the top-level domain to be included in the Account Domain Identifier, the modified Account Domain Identifier will require review and approval by Cisco for activation.

Enter Prefix(Optional) · gmail.com 

*** Justification for modifying domain identifier**

10 character minimum *1000 remaining*

*** Your Phone Number**

OK Cancel

5

Click on the **pencil icon** to edit the top-level Domain.

Smart Account Request

Edit Domain ID

Edit the default Account Domain Identifier

The Account Domain Identifier is based on the top-level domain name and will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. The company/organization that is the administrator of the Smart Account must have the right to use the top-level domain name used in the Account Domain Identifier.

The default account domain identifier below can be changed in two ways:

- Modification of the top-level domain name
- Addition of a prefix to the top-level domain name

If you wish to edit the default Account Domain Identifier below, please note the following:

In order to complete account activation, the person specified as authorized to activate the account must use a Cisco.com ID that has a primary email address that matches the top-level domain in the Account Domain Identifier. If this is not possible, the Account Domain Identifier will require review and approval by Cisco for activation.

If you wish to add a prefix to the top-level domain to be included in the Account Domain Identifier, the modified Account Domain Identifier will require review and approval by Cisco for activation.

6 · **6**

Enter Prefix(Optional) Top-level Domain Name

6b

7

* Justification for modifying domain identifier

10 character minimum 941 remaining

8

* Your Phone Number

9

6

Enter the **top-level Domain**.

- It should be the Customer's registered domain name.

6b

Optionally, you can add a Prefix to the Domain ID.

7

Provide a justification for modifying the Domain ID.

Example Justification:

I'm creating a Smart Account using a public email address.

8

Provide your Phone Number.

9

Click **OK** to confirm.

Smart Account Request

Continue Smart Account Request with the modified Domain ID

Provide the following information to activate a new Customer Smart Account for your company or to request an account on behalf of another user or company.

Confirm Your Profile


Confirm that your Cisco user profile information is up to date. If necessary, [update your profile](#).

Full Name: John Doe
Email Address: john.doe@gmail.com
Cisco ID:
Phone:
Company / Organization Name:

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

Yes, I have the authority to represent my company and will authorize activation

 A Smart Account provides your organization with the ability to manage and control user access to Cisco software licenses and entitlements. By authorizing activation of this Smart Account, you agree that you are authorized to create accounts and manage product and service entitlements, license agreements and user access to accounts on behalf of your organization. **Cisco Partners may not authorize account creation on behalf of customers.**

No, the person specified below should be notified to authorize activation

* Email Address:

Special Message:

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

* Account Domain Identifier: [Edit](#)

* Account Name:

10

The Account Domain ID is now modified to mirror the Customer's registered domain name.

10

11

Click **Continue** to submit the Smart Account request.

11

Smart Account Request

Additional Information



- **The new Account Domain ID will have to be approved by Cisco.**
- The Account will be placed in a pending state until the Domain ID is approved.

For more details about the end-to-end Smart Account Request and Activation process, check the following training modules:

- [Cisco Software Smart Account Setup and Administration for Customers](#)
- [Cisco Software Smart Account Setup and Administration for Partners](#)

Next Steps after Smart Account Request Submission and Domain ID Change

Editing Domain: Cisco Approval is Required

After editing the Domain ID, the **Account Domain Identifier must be approved by Cisco to complete the activation process.**

The Cisco Support is instructed to contact the Account Creator/ Approver to complete the approval process. Initial contact is made **within 48 hours.**

Primary communications between Cisco and the Account Creator/ Approver will be done **via email.** The Account Creator/Approver will receive an email with one of the following titles:



- **"Action required: Pending Smart Account Creation"**
- **"Action Required: Your Smart Account Request is Pending Domain Approval"**

**In certain cases, automatic emails may be identified or filtered as spam.*

Please note that system generated emails will continue to be sent to the original Account Requestor and Creator/Approver during this process.

Editing Domain: Cisco Approval is complete

Email received if the Domain ID is approved

The Customer will receive this email if the Account Domain Identifier was edited and has completed the review process.

The Customer will be able to proceed with completing the Smart Account set up.

Cisco Smart Account Identifier Approved - Big-U University

The Account Domain Identifier for the Cisco Smart Account "Big-U University" has completed the review process. You can continue the account creation process via the Complete Smart Account Setup link below.

[Complete Smart Account Setup](#)

Cisco Smart Account Summary

Account Domain Identifier:	customercompanyabc.com
Account Name:	Customer Company ABC
Account Status:	Pending Completion
Account Creator:	John Doe (john.doe@gmail.com)
Requested by:	John Doe (john.doe@gmail.com)

Click here to complete the Smart Account setup



Note: this will be a system-generated email.

