Unlock Your Access to CX Cloud

Cisco **CX Cloud** is a **single digital platform** enabling you to consume your service offers and manage your Cisco investments. You can keep track of your asset coverage, advisories, and support cases, and take advantage of learning resources to predict better outcomes for your business, faster.

> If you are renewing or purchasing a new Cisco offer (Success Track, Cisco Plus subscription, and others), you can create a new CX Cloud account or attach contracts to an existing CX Cloud account.
> **New purchases will not automatically show up on your CX Cloud account.**

What to Expect?

STEP 1.

Super Admin Email Invite

The designated Super Admin from your organization will receive an email from cxcloud-noreply@cisco.com, aligned to contract start date, inviting them to **claim the contract** to one of the CX Cloud accounts they already manage (if they have more than one) or create a brand new CX Cloud account **(Fig. 1).**

Fig. 1

cisco CX Cloud

Set Up Your CX Cloud Account

Hello,

You now have access to CX Cloud as part of Contract ▮▮▮▮

To get started, log in to CX Cloud to set up your account.

Set Up Account >

Don't have a Cisco account? Create an account on Cisco.com, then return to this email to log in to CX Cloud. Enabling multi-factor authentication is required to create an account.

What's a Super Admin?

Super Admins hold the keys to their organization's CX Cloud account. They can:
- Control CX Cloud access
- Set up device telemetry
- Configure data sharing settings
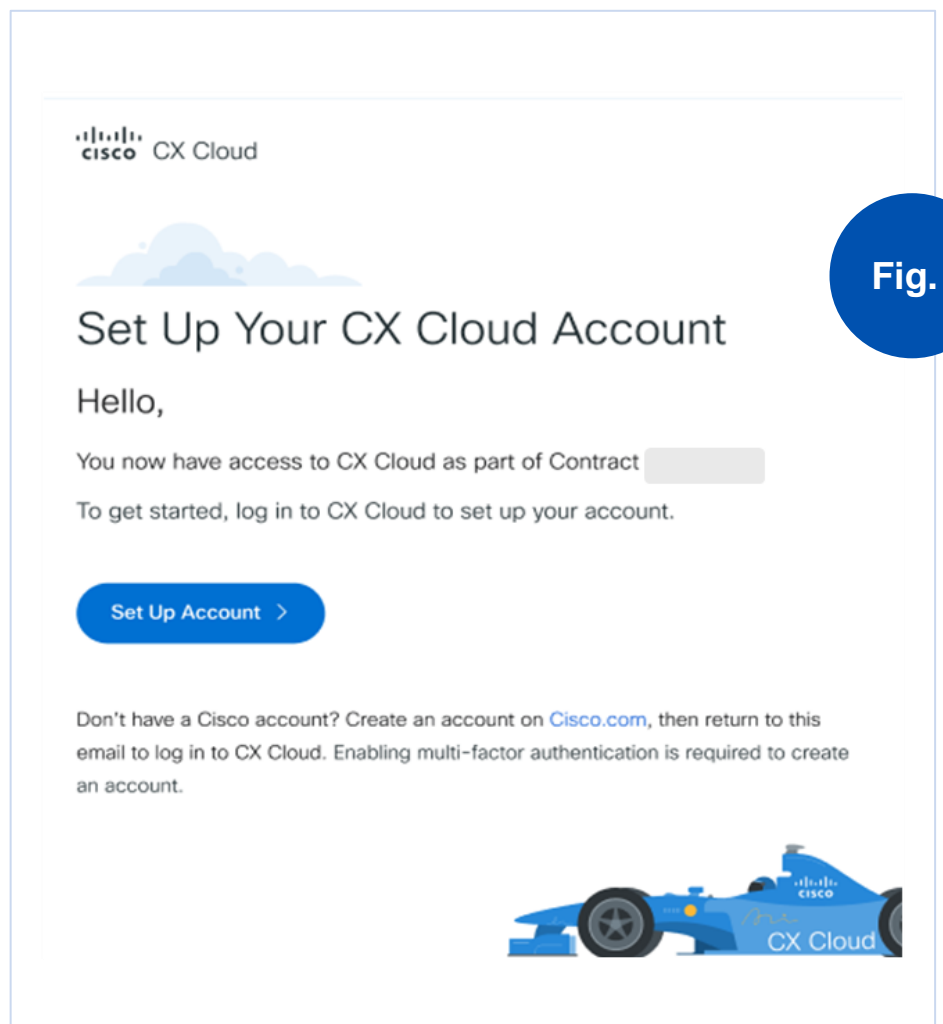- Create and manage assets groups

*When clicking on the link in the email invite, the Super Admin will first be asked to log in to their **Cisco account**. They need to log in using the account that matches the email address where they received the email invite.

If the Super Admin does not have a Cisco account, they need to click on **Create a new account and follow the instructions. Then, they will return to the CX Cloud email to log in to CX Cloud.

STEP 2.

Accept/ Decline Super Admin Role

The Super Admin will have the option to **accept** or **decline** the Super Admin role **(Fig. 2)**

Fig. 2

If the identified Super Admin for the contract **should not be** the Super Admin of the CX Cloud account, they should **decline** the Super Admin role and **delegate** to an alternate Super Admin (i.e., primary point of contact for CX Cloud engagement).

If the Super Admin role is declined, they stop here.

Cisco account stakeholders will work to determine a better point of contact.

STEP 3.

Add Offer to Existing CX Cloud Account

1. Select account
2. Add offer **(Fig. 3)**

Fig. 3

Add this offer to a CX Cloud account

Select account

⊕ Create a new CX Cloud account

A

A
Data is stored in   . You're a Super Admin of this account.

A
Data is stored in   . Approval from the Super Admin of this account is required.

For more information about how CX Cloud handles personal data, please see the CX Cloud privacy data sheet on the Cisco trust portal.

Cancel   Submit

Or

Create a New CX Cloud Account for the Contract

1. Enter account name**
2. Specify region **(Fig. 4)**

Fig. 4

Create a new account name

Enter account name

Select the primary data storage region

Americas   Europe   Asia Pacific

For more information about how CX Cloud handles personal data, please see the CX Cloud Privacy Data Sheet on the Cisco Trust Portal.

Cancel   Submit

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* It is preferred to add a contract to an existing account vs. creating a new account.
** The account is a company level account, not a personal account; therefore, the account should be named appropriately (e.g., Cisco Systems, Inc.)

Once the purchase is claimed to an account, the assets on your eligible contract will automatically be imported into your CX Cloud account within 24 hours.

Additional contracts can be added to your account by opening a Technical Assistance Center (TAC) case via the Help Menu in CX Cloud.

Upon CX Cloud account creation, we encourage you to leverage the CX Cloud Guided Resources and join our webinars to get started learning about all the features and capabilities of CX Cloud.