Cisco Services Access Management User Guide

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Welcome to Cisco Services Access Management

Cisco Services Access Management enables Cisco's customers and partners to self-administer role-based user access to multiple Cisco Service programs. Based on the concept of Delegated Administration, users will be able to request to associate their individual Cisco user accounts with their company and request access roles in order to obtain company-level entitlements. All association and access requests are approved by the "Delegated Administrator", a trusted person at the customer or partner company, who assumes responsibility for managing user access on behalf of their company.

Cisco Services Access Management provides proactive access management aimed at enabling self-service access management, allowing customers or partners to run their business more efficiently.

This document highlights the following major functional areas of Cisco Services Access Management:

- Overview
- Introduction to Delegated Administration
- Company and Administrator settings
- User-Company Associations
- User-Role Assignments
- Additional Administrators

Overview

What is Cisco Services Access Management

Cisco Services Access Management provides for "party-centric" role-based access to new Cisco Smart Services. Rather than requiring a contract administrator to explicitly add a user to each and every contract to which they should be able to get support, party-centric access allows for all users that are associated to the customer or partner "party" to automatically get access to the support services to which their company is authorized. The level of access can be further filtered or controlled through the assignment of specific access roles, allowing for a tailored user experience.

For a list of the features of Cisco Services Access Management, refer to Appendix B.

What service programs are enabled by Cisco Services Access Management

The evolution to party-centric role-based access to all Cisco services will occur over time. Currently, Cisco Services Access Management provides access to the following programs and services:

- Smart Support API
- PSS API
- One Portal Smart Service Capabilities

What are the benefits of using Cisco Services Access Management

Cisco Services Access Management is designed to flexibly accommodate companies of various sizes (based on the number of locations and users) and allows for centralization or decentralization of administration according to each company's desired policy.

When a trusted person is nominated as the first Delegated Administrator for a company, they have the option to nominate additional company administrators, or set up multiple branch locations that can be administered separately by multiple administrators. This administrative structure can be changed over time, based on growth and usage by additional service programs.

Delegated Administration allows you to independently decide who in your company should have access to each Cisco Service program. Rather than contacting Cisco to submit access, the Delegated Administrator has complete control to self-administer user access.

Through self-service administration, individual users have the ability to submit a request to associate their User ID to their company, and to request role assignments in order to access Cisco services resources. The Delegated Administrator will then review and either approve or deny those requests. Alternatively, the Delegated Administrator can explicitly make the user associations and assign the roles, without waiting for the user to submit a request.

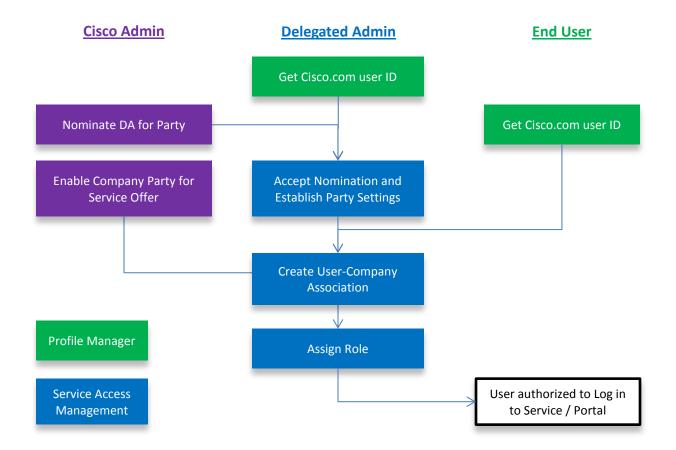
Introduction to Delegated Administration

Delegated Administration allows for user self-service access, providing a structure to enable customers and partners to assume greater control over "who gets access to what".

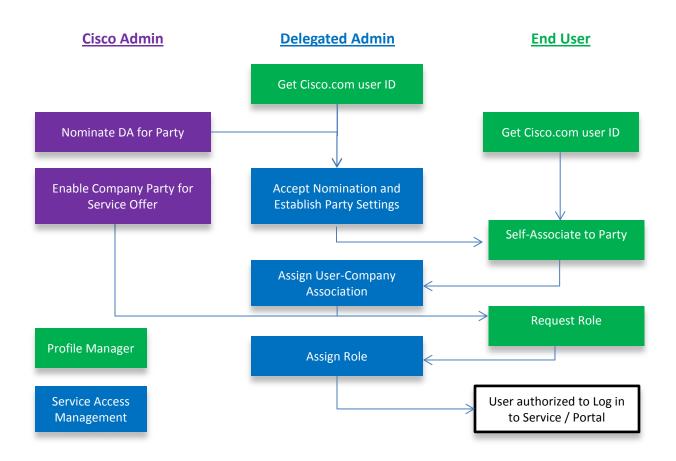
Depending on the size of your company or the number of users to manage, one Delegated Administrator can manage all user requests, or nominate additional Delegated Administrators to manage the load.

The sample flows below show two basic models of how a Delegated Administrator can manage user access, through the use of Cisco Services Access Management and Cisco.com Profile Manager.

Default administration process flow



User self-association process flow



Nomination of a Delegated Administrator

A Cisco Administrator will initially nominate a known and trusted person at a partner or customer company to be the first Delegated Administrator for their company. The Delegated Administrator will use Cisco Services Access Management to associate valid users to their company and assign them roles to gain access to the protected Cisco Services that are available to that company.

Acceptance of Delegated Administrator nomination during first login

The nominee will receive email notifications informing them that their Cisco account has been associated to their company record, and that they have been nominated to become the Delegated Administrator for their company.



Dear Adam Strader,

You have been nominated to become a Services Delegated Administrator for the following location:

VERIZON COMMUNICATIONS INC. 140 WEST ST NEW YORK, NY 10007 US

As a Delegated Administrator for your company, you can use Cisco Services Access Management to associate valid users to your company and assign them roles to gain access to protected Cisco Services that are available to your company.

In order to complete this nomination, please click on the link below to login to Cisco Service Access Management. On successful login, you will be presented with the Cisco Service Access Management Agreement which will need to be reviewed and accepted.

Cisco Service Access Management

Once you accept the Agreement, you will also have the ability to nominate additional Delegated Administrators. If you like to pass this role on to another person in your company, you can nominate that person as a Delegated Administrator and then Remove yourself via the View Existing Administrators menu option.

If you have any questions about this nomination, please click the link below:

Contact Delegated Administrator

Privacy Statement Read more about our privacy statement.					
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Use the link in the email to view the Terms & Conditions of becoming the Delegated Administrator for your company.

cisco Cisco Services Access	Management		Log Out					
Pending Legal Agreement								
Welcome to CSAM Adam Strader !								
The Cisco Services Access Management application	n requires that you accept the	legal terms and agreements						
Please click on the "Review Legal Agreement" link b	elow to:							
- Review the legal agreement								
- Accept or decline the agreement once review	/							
Once you have accepted the Legal Agreement, you v	vill have access to Cisco Ser Administrator Type	vices Access Management applica Action	tion.					
VERIZON COMMUNICATIONS INC Party Administrator Review Legal Agreement								
©2013, Cisco Systems, Inc. All rights reserved.								



Click Accept - Cisco Systems

Supporting Document(s)

Download Agreement as PDF 🗗

Cisco Service Access Management Agreement

YOU MUST READ CAREFULLY AND ACCEPT ALL OF THE TERMS AND CONDITIONS CONTAINED IN THIS CISCO SERVICE ACCESS MANAGEMENT ("SAM") DELEGATED ADMINISTRATOR AGREEMENT ("AGREEMENT") BEFORE YOU MAY ACCESS OR USE SAM.

IF YOU DO AGREE TO ALL OF THE TERMS AND CONDITIONS, YOU SHOULD CLICK THE "ACCEPT" BUTTON AT THE END OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS, YOU SHOULD CLICK THE "DECLINE" BUTTON AT THE END OF THIS AGREEMENT.

BY CLICKING THE "ACCEPT" BUTTON, YOU ARE BINDING YOURSELF AND THE BUSINESS ENTITY THAT YOU REPRESENT (COLLECTIVELY, "CUSTOMER") TO THIS AGREEMENT WITH CISCO SYSTEMS, INC. (OR ITS SUBSIDIARY OR AFFILIATE THAT PROVIDES YOU ACCESS TO SAM) ("CISCO"). YOU FURTHER CERTIFY TO CISCO THAT YOU ARE AUTHORIZED TO ENTER INTO THIS AGREEMENT ON BEHALF OF CUSTOMER. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THE AGREEMENT, THEN CISCO IS UNWILLING TO GRANT YOU ACCESS TO OR USE OF SAM; AND YOU MAY CONTACT YOUR CISCO REPRESENTATIVE TO DISCUSS ALTERNATIVE METHODS TO RESTRICT ACCESS TO CISCO SERVICES ON BEHALF OF CUSTOMER.

After reading the Terms and Conditions, enter your company name and click on the "Accept" button at the bottom of the agreement.

By clicking on the "Accept" button below, you are acknowledging that you have read and agree to the "Cisco Service Access Management Administrator Agreement" (above), in its entirety, and are committing your organization to this Agreement. You are also certifying to Cisco that you have authority to commit your organization to this Agreement. If you do not agree to all of the terms of this Agreement, or if you do not have the authority to commit your organization, you should click the "Decline" button below. You and your organization will have no rights or obligations under the Agreement unless and until you click the "Accept" button.

Electronic Signature	ectronic Signature				
First Name	Adam				
Last Name	Strader				
Company*	Verizon				
CCO ID	adamstrader99				
Email Id	adamstrader99@yahoo.com				
Accept Decline					

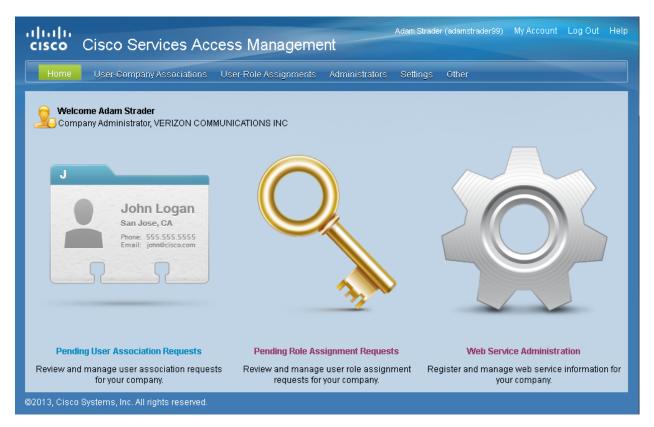
Document Id :Cisco_Service_Access_Agreement_Main_8234276_9665440

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A confirmation pop-up will appear.

VERIZON COMMUNICATIONS INC 140 WEST ST NEW YORK, NY 10007 US							
s a Delegated Administrator, you will be able to mar Company	Address	City	State	Country			
VERIZON SELECT SERVICES	CO GE COMMERCIAL DISTRIBUTION FINANCE	SAN ANGELO	ТΧ	US			
VERIZON SELECT SERVICES INC	4255 PATRIOT DR - STE 400	GRAPEVINE	ТΧ	US			
VERIZON COMMUNICATIONS INC	140 WEST ST	NEW YORK	NY	US			
MCI COMMUNICATIONS CORPORATION	22001 LOUDOUN COUNTY PKWY	ASHBURN	VA	US			
VERIZON BUSINESS	2950 ZANKER RD	SAN JOSE	CA	US			
VERIZON BUSINESS NETWORK SERVICES INC.	22001 LOUDOUN COUNTY PKWY	ASHBURN	VA	US			
			NV	110			

Click OK, and the Cisco Service Access Management home page will appear:



Note: The Delegated Administrator role only gives you access to associate users to your company and assign service access roles to users. For you to also have access to specific Cisco Business Services, you must assign one or more roles to yourself.

Establishing Company and Administrator Settings

Cisco Services Access Management can be tailored to function in a way that best fits with your company's size, structure, and access management policies. The Delegated Administrator will establish both company-wide settings and administrator-level settings that control how individual users request association to their company, and how each Delegated Administrator is notified to take action.

Company Association Settings

Initially, each Cisco customer or partner company is profiled as a single location. Additional locations and administrators can be added as needed, for any locations under that company hierarchy.

Cisco Services Access Management provides three ways to help direct a user's company association request to the correct company, and to the correct administrator for review and approval:

- Email domain matching
- Company passcode
- Company name and address search

Through the establishment of the Company Settings, the Delegated Administrator can individually allow or not allow, or combine these options, in order to flexibly control the user self-association process.

Email Domain Matching

If your company has its own email domain(s), and all of your users register on Cisco.com using their company email address, then you can leverage email domain matching to enable your users to easily associate, and simultaneously prevent other users from attempting to associate to your company.

Company Passcode

If your company does not have its own email domain, you can prevent unknown users from attempting to associate to your company by establishing a company-level passcode, which can then be shared internally among your company. The use of a company passcode can also be used to eliminate the need for a user to search for their company record by name and address.

Company Name and Address

If your company is relatively small and does not have multiple locations, or if the other options do not meet your needs, you can allow users to request company association by searching on company name and address.

Administrator Notification Settings

Each Delegated Administrator can customize how and when they are notified of pending self-association and role assignment requests. Used in conjunction with the company association settings, this allows each company to tailor their access management process and policies, with the ability to establish complete self-service access that is "managed by exception", or a more restrictive policy that requires explicit, directed administration.

Setting Company Association Rules

Use the top menus to navigate to "Settings \rightarrow Change Company Association Rules". Initially, there will be no records of any association rules setup for your company.

cisco Cisco Services Access Management	Adam Strader (adamstrader99) My Account Log Out Help							
Home User-Company Associations User-Role Assignments Administrators	Settings Other							
Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC								
No company settings have been created yet								
Change Company Association Rules								
	View: My Locations Only 🔹							
Company Company Passcode - Email Domain - Auto Appr	roval 👻 Modified By 👻 Expiration Date 👻							
No Records Found								
Create Edit Remove								
User Association Preference								
User Association Preference Allow users to associate to:								
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If you are the Delegated Administrator for the headquarters of your company, you will see the section for setting the "User Association Preference". This setting will help you to control which company location(s) the users can request association with.

You have 2 options available:

- Any valid company location
 - By selecting this you allow users to request association to any valid locations of your company, even those without any company administrators.
- Only enable locations with active settings (e.g. company administrators and passcodes)

It is recommended to select this option.

By doing so, users will be able to request association only to company locations that have an active administrator. Selecting this option allows you to manage user-company associations by taking advantage of the "Delegated Administration" feature.

Click on "Create" to setup the company association rules for your location or multiple locations of your company.

Step #1: Manage Location Options

Choose the appropriate radio-button option, to either:

- **Select Specific Locations** This is the best choice for companies with a small number of locations being managed.
- **Search for a Specific Location** You may prefer to use this option if you have dozens of locations and don't want to page through a long list to find the specific location to manage.

Based on your choice, the system will display a list of company locations. Select the location you wish to manage, and click on "Next".

uluulu cisco	Cisco Services Acc	ess Manager	A	dam Strader (adamstrade	er99) My Account	Log Out Hel	
Home	User-Company Associations	User-Role Assignmen	ts Administrat	ors S	ettings Other		
Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC							
Step #1	: Manage Location Options						
Select Specific Locations My Locations Only							
	Company	Address	City	State	Country	Passcode	Settings
	VERIZON COMMUNICATIONS INC	140 WEST ST	NEW YORK		UNITED STATES	No Passcode	\bigcirc
Search for a Specific Location							
						N	lext Cancel
©2013. Cis	co Systems, Inc. All rights reserved.						

Step #2: Company Association Settings

This screen allows you to define user self-association rules that apply to all locations of your company.

•	ılıılı cısco	Cisco Services Acc	ess Manageme	ent	Adam St	trader (adamstrader99)	My Account	Log Out	Help
	Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other			
I	Step #2:C	ompany Association Settings							
	User Self-	Association Options							
	Email Do		.						
	Valid ema	il domain required ?	🖲 Yes 🗢 No						
	Company	Address wed to associate with matching							
	address ?	-	🖲 Yes 🔘 No						
	Associatio	on Approval Options							
	C Automa	atic Approval - Email & Passcode							
	🔘 Automa	atic Approval - Passcode Only							
	🖲 Manua	l approval required for all requests							
							Back	ext Can	cel
G	2013, Cisco	Systems, Inc. All rights reserved.							

User Self-Association Options

- *Email domain matching* Selecting "Yes" will leverage the email domain matching feature. This will enable users who registered in Cisco.com using their company email address to associate with your company, while preventing other users from doing so.
- **Company address matching** Selecting "Yes" allows users to submit a company association request based on company name and address. This option is only recommended when used in conjunction with email domain matching or a company passcode. You may change this later based on your company needs, depending on the size of your company and the number of managed locations.

The following table describes the impacts to the self-association process, depending on how the questions are answered:

Email Domain Matching	Company Address Matching	Impact on Self-Association requests via Profile Manager
Yes	Yes	Only users who registered in Cisco.com with their company email address will be able to request company association, and will also be able to search for a specific company location based on name and address. Best choice for a large company with many locations being independently managed by multiple Delegated Administrators.
Yes	No	Your company will not appear in searches by users outside your company (or who registered in Cisco.com with a personal email address). Best choice for a company with their own email domain but only a relatively small number of company locations being used for access management.
No	Yes	Note that this option may cause your company to appear in search results with other companies that also allow users to submit association requests solely by company address matching. Best choice for a company that does not have its own email domain, but wants to allow users to find your company by name and address.
No	No	This combination restricts self-registration requests to only those users who know the company passcode. Best choice for a company that does not have its own email domain, but does not want to appear when users search by address.

Association Approval Options

A Delegated Administrator can potentially reduce their workload by automatically approving requests, depending upon the information that was provided during the self-association process. The Delegated Administrator may choose to automatically approve requests from any user who provides the company passcode, or only if the user's email address also matches the company's email domain. Or, you may prefer to explicitly review and approval all association requests.

After making your selections on this page, click on "Next".

cisco (Cisco Services Acc	ess Manageme	ent	Adam Str	ader (adamstrader99)	My Account	Log Out	Help
Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other			
Settings De	tail							
 Generate Passcode Generate a new code Select Existing Company Passcode within My Span of Control 								
	mpany							
No Records Found Approved Company Email Domains (Email Format: @company.com) Email Domain: Add Line								
	Example: @cisco.com					Back Fini	ish Can	cel
2013, Cisco S	ystems, Inc. All rights reserved.							

The final step in establishing company settings is to define the company passcode and email domain.

You have the following options to establish a company passcode:

- Generate Passcode Select this option to generate a new passcode for your company location by clicking on the link provided.
- Select Existing Company Passcode within My span of Control This option may be selected when setting up company association rules for additional locations of your company.

To leverage email domain matching, allowing your users to easily request association to company, enter one or more valid email domains, in the format *@domainname.com*. Only enter email domains that are uniquely registered to your company.

Click on "Finish" to save these settings for your company location. A confirmation message is displayed, along with the details of the association rules you have setup for your company.

Setting Notification Preferences

Each Delegated Administrator will establish their notifications settings by using the top menus to navigate to "Settings \rightarrow Change Notification Preferences".

On this screen, each Delegated Administrator will:

- Determine visibility of their contact information, to users requesting association (or already associated to) the company. By making contact information available, users can follow up on pending requests, or contact their Delegated Administrator regarding access issues. If contact information is not made visible, users will have the ability to send an email to the Delegated Administrator through a blind submission function.
- Decide the frequency of the email notifications or alerts they want to receive for any user activity. This applies to pending requests as well as notification of approval of requests. It is recommended to initially select "Yes (For Every User Submission)" so that the Delegated Administrator is notified for every user request made or approved. This can be changed over time based on your needs.

Adam Strader (adamstrader99) My Account Log Out Help
Home User-Company Associations User-Role Assignments Administrators Settings Other
Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC
Notification Settings
Notifications to Delegated Administrators
Allow Requestors to see your Delegated Administrator contact information?
● Yes © No
Generate email notification and alert?
🖉 Yes (For Every User Submission) 🖉 Yes (Daily Summary) 💿 No
Save
View Notifications to Users
Display messages in which language?
US English 🔻
Company Association e-mail notifications
Approval Message Denial Message
User Role e-mail notifications
Approval Message Denial Message
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Click on "Save" to complete the setup for your Notification Settings. A confirmation message is displayed.

User-Company Association and Management

This section talks about user-company association and management. There are multiple ways users can be associated with your company.

- Self-Association via Profile Manager
- Company association of a single or multiple users by company administrators

User company associations can also be changed or deleted over time by company administrators based on the needs or when users leave the company.

User company self-association

A user's request for self-association to their company will be submitted via Cisco.com Profile Manager. The request will be directed to the company Delegated Administrator based on the information they provide, and the association criteria established for the company.

In Profile Manager, the user can request association using the link "Request Company Association" under the "Company/ Organization" tab. Note: Request Company Association link is only available in Stage.

uluilu cisco	Products & Services	Support	How to	Buy Trai	ning & Event		Logged In Accou	int Log Out May (Cisco Q
cisco								- and -	
Welcome to Ci	sco								
Cisco.co	om Profile Ma	anager							
					Ch	oose Language	: English	•	Help
Contact C	company / Organization	Access Restrict	ted Content	Preferences	Security				
Job Role:	sel	lect one	•						
Job Level:	sel	lect one	•						
Job Title:									
Industry:		lect one	•						
Number of Emp	N	lect one	•						
Relationship to	Cisco: 😼 🛛 sel	lect one	•						
	9	ave Changes D	iscard Chang	100					

Contacts | Feedback | Help | Site Map | Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks

Company association can be requested by providing the company passcode or by searching for the company location by address.

If the company settings established by you allow searching by address, users will be able to select the company location from a list. However, company association using company passcode will enable a quick and easy submission of request. Users can enter the company passcode provided by you while establishing the company settings in Cisco Services Access Management.

ahaha					uide [change] Logged In	
cisco	Products & Services	Support	How to Buy	Training & Events	Partners	Q
Welcome to Cis	m Profile Man	ager				
	ompany / Organization Preferences > Company A e	Access Restricted	I Content Prefere		e Language : English	▼ <u>Help</u>
lf you do not know y	our company passcode, y	ou may also ente	er your full company	location detail below.		
Country *			select one		•	
Company Name *						
Address						
City						
State / Province*						
Postal Code						
* This action will release, click the ch	result in displaying persor eckbox. If you do not, ple	nal information that ase press 'Cance	at you are providing I'.	through the form to the	e selected company's a	dministrator. If you consent to this
*indicates required						
Submit	el					

Select the checkbox for accepting the Terms & Conditions to confirm sharing your profile information and click on "Submit".

This will ensure that the user's profile information is displayed in Cisco Services Access Management, allowing company administrators to identify who is requesting access. Confirmation message is shown if the request has been submitted successfully.

On subsequent logins to Profile Manager, click on "View/Update Company Association" link to view the status of your company association request.

cisco		Support How to	Buy Trai	Wen Ining & Events	duide (change) Lo Partners	ogged In Accou	nt Log Out	My Cisco Q
Welcome t	.com Profile Ma	nager						
				Choos	se Language : 🛙	English		▼ Help
Contact	Company / Organization	Access Restricted Content	Preferences	Security				
<u>Organizati</u>	onal Preferences.> Company	Association						
If you wish to ssociation below	change your company associ w.	Association ation, you must first remove y	your existing					
If you wish to	change your company associ w.		your existing	Sta	tus	_	Action	_
If you wish to ssociation below xisting Compan	change your company associ w. y Association		your existing		tus proved	_	Action Remove	
If you wish to ssociation below xisting Compan Company Name Your Compan	change your company associ w. y Association		your existing					
If you wish to ssociation below xisting Compan Company Name Your Compan	change your company associ w. y Association ny Name		your existing	Apr		il		_

The status will be "Approved" if the user's request has been approved by a Delegated Administrator of your company. Otherwise, this request will be in "Pending" state.

The user will only be able to see the Delegated Administrator(s) contact information if you had opted to show your details while setting your Notification Preferences.

Why do we show your contact information? This will allow users to follow up on their requests; they can call/email using the company administrator information provided, otherwise a blind email will be sent.

Notifications are sent to the company Delegated Administrator(s) informing that a user has requested association to their company or specifying that a user request for self-association to the company was autoapproved if it met the criteria for established by you for company association settings.

Once the request for company association is approved or denied by Delegated Administrator of the company, user will be notified via email about the change to their Cisco Account.

Managing user requests for company association

Delegated Administrators will need to approve/deny pending user requests for company association using Cisco Services Access Management.

Use the top menus to navigate to "User-Company Associations \rightarrow Pending User Association Requests". This manual approval/denial is required if the company settings was previously set to "Manual Approval Required".

cisco Cisco Services Acce	ess Management	1		Adam Strader (adamstra	ader99) My Account I	og Out Help
Home User-Company Associations	User-Role Assignments A	dministrators Se	ttings Other			
Welcome Adam Strader Company Administrator, VERIZON COMM View My Locations Only -	UNICATIONS INC					
Pending User Association Requests					10 👻 per	page Go
Filter: Cisco User ID 👻	Go Clear Filter					
□ Name ▲ Cisco User ID ▲	Email	 Job Title 	Company	▲ Status	Received	A
Andy Yusser andyyusser99 Approve Deny	andyyusser99@yahoo.com		VERIZON COMMUNICATI	ONS INC Pending	-	1.44 PM
Approve Deny						
©2013, Cisco Systems, Inc. All rights reserved.						

A list of pending requests will be shown. Select the record(s) which needs to be approved/denied and click on "Approve" or "Deny".

Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC / My Locations Only • nding User Association Requests 10 • per er; Cisco User ID • Co Clear Filter	
/ My Locations Only ▼ nding User Association Requests 10 ▼ per	
nding User Association Requests 10 👻 per	
	(C.C.C.)
ar: Cisco User ID • Go Clear Filter	r page Go
Name Cisco User ID Email Job Title Company Status Received	
Andy Yusser andyyusser99 andyyusser99@yahoo.com VERIZON COMMUNICATIONS INC Pending 26-Feb-2013, 0	
pprovel Deny	1 🕨

Pop-up to confirm selection will be shown. Click on "Yes" to confirm decision.

cisco Services Access Management	Adam Strader (adamstrader99) My Account Log Out Help
Home User-Company Associations User-Role Assignments Administrators Settings Other Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC View My Locations Only	
Pending User Association Requests Filter: Cisco User ID + Image: Andy Yossor Andy Yossor Approve Deny Yes No	10 - per page Go Status Received TIONS INC Pending 26-Feb-2013, 01:44 PM 1 1

Another pop-up window will be shown with a confirmation message and a list of users that were approved/denied association to company. Click "OK" to go back to the "Pending User Association" screen. A list of user requests pending approval, if any, will be displayed.

cisco Services Access Management		Adam Strader (adamstrader99) My Account Log Out Help
Home User-Company Associations User-Role Assignments Adi	Cisco Services Access Manage	
	https://tools-stage.cisco.com	n/CDCEB/association.do?action=editSelectedAssociation
Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC	The associations have t	been successfully approved and an email has been sent to below users
	Name	Company to Associated With
View My Locations Only -	Andy Yusser	VERIZON COMMUNICATIONS INC
Pending User Association Requests		OK
Filter: Cisco User ID 👻 Go Clear Filter		
✓ Name ▲ Cisco User ID ▲ Email		
Andy Yusser andyyusser99 andyyusser99@yahoo.com		
Approve Deny		
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User company association using Cisco Services Access Management

The above sections describe the user self-association request and approval process. As an alternative, a Delegated Administrator can directly associate users to their company, either individually or through a batch upload.

User-to-company associations can be managed by one or more company administrators, for a given company location or multiple company locations. Refer to the <u>Nomination of Additional Delegated Administrators</u> section in this document to learn more about creating and managing access for multiple Delegated Administrators in your company.

Single User-Company Association

To associate a single user to your company, use the top menus to navigate to "User-Company Association \rightarrow Associate User to My Company".

Step 1: Select User Enter the CCO ID or email address of the user that you want to associate to your company, and click on "Next".

ດໄທໄທ cisco	Cisco Services Acc	Adam Strader (adamstrader99)		My Account	Log Out	Help			
Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other				
Com	come Adam Strader pany Administrator, VERIZON COM		tion						
	Step 1: Select User Step 2: Select Company Step 3: Confirmation Select User for Company Association Select User for Company Association								
Search by andyyuss	r Cisco User ID or Email er99								
						Back	ext Can	el	
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Step 2: Select Company Select the company location from the list of existing locations, or search for a specific location, and click on "Next".

cisco Cisco Services Ac	ess Manager	nent			Adam Strader (adamstrader99)	My Account	Log Out	Help
Home User-Company Associations	User-Role Assignmen	ts Administra	tors S	ettings Other				
✓ Step 1: Select User Step 2: Select Co	mpany Step 3: Confi	rmation						
Selected User								
Name	Cisco User ID			Email				
Andy Yusser	andyyusser99			andyyusser99@yahoo.co	m			
Search for a Company								
Select a specific company location to mana	ge access.							
Display Company Locations Available								
View My Locations Only								
Country UNITED STATES								
Country ONITED STATES		•						
Company	Address	City	State	Country				
VERIZON COMMUNICATIONS IN		NEW YORK	NY	UNITED STATES				
VERIZON COMMUNICATIONS IN		NEW YORK	NY	UNITED STATES				
Search for a Specific Location								
						Back Fin	ish Can	cel
©2013, Cisco Systems, Inc. All rights reserved.								

Step 3: Confirmation Verify the details of the user and company selected, and click on "Finish".

cisco Cisco Services A	Access Management	
Home User-Company Associations	User Role Assignments Administrators Settings	
✓ Step 1: Select User ✓ Step 2: Select	Company Step 3: Confirmation	
Confirmation		
Please review your selection below		
Selected Associations		
Name	Company to Associated With	
Andy Yusser	VERIZON COMMUNICATIONS INC.	
		Back, Seed Finish Cancel
©2011, Cisco Systems, Inc. All rights reserve	id.	

If you want to immediately assign access roles to this newly-associated user, answer "Yes" to the pop-up message. Select "No" if you want to assign roles to the user at a later time.

Home User-Role Assignments Administrators Settings Other ✓ Step 1: Select User ✓ Step 2: Select Company Step 3: Confirmation Please review your selection below Association Complete X the service access roles to these users now? Name Confirmation The User-Company association has been successfully processed and an email has been senvice access roles to these users now? Selected Associations	Cisco Services Access Management		
Confirmation Please review your selection below Selected Associations Name Cr Andy Yusser Ve The User-Company association has been successfully processed and an email has been sent to the user, Would you like to assign service access roles to these users now?	Home User-Company Associations User-Role Assignments Administrators Settings Other		
Selected Associations Association Complete X Name Cr Association Complete X Andy Yusser VE The User-Company association has been successfully processed and an email has been sent to the user, Would you like to assign service access roles to these users now? Selected Association Complete	✓ Step 1: Select User ✓ Step 2: Select Company Step 3: Confirmation		
Selected Associations Association Complete × Name Cr Andy Yusser The User-Company association has been successfully processed and an email has been sent to the user, Would you like to assign service access roles to these users now?	Confirmation		
Selected Associations Name Ct Andy Yusser Ve The User-Company association has been successfully processed and an email has been service access roles to the user, Would you like to assign service access roles to these users now?	Please review your selection below		
©2013, Cisco Systems, Inc. All rights reserved.	Selected Associations Name Cr Andy Yusser Ye Yes No		

Performing User-Company association via batch upload

Instead of performing User-Company associations individually using the above step-by-step process, you can associate multiple users through a batch upload, using a provided spreadsheet template. This feature may be especially useful to on-board or migrate users from another system or user repository.

Use the top menus to navigate to "User-Company Associations $ ightarrow$ Batch Upload

🔒 Welcome Adam Sti	any Associations	Line Bala Andreasta									
		User-Role Assignments	Administrators	Settings	Other						
	trator, VERIZON COM	MUNICATIONS INC									
Step 1: Select Party Loc	cation										
* Country se	elect one		-								
* Company											
Address1											
Address2											
City											
* State se	electone 🔻										
Postal											
 indicates required Search 											
	Step 2: Provide Users for Company Association										
Below is a sample of CS	SV template to be upl	oaded. For each user, you n	hay provide either ti	neir Cisco U	Jser ID or i	email address	ŝ.				
	Cisco User ID	* or	Emai	il							
	adamstrader99		ada	amstrader9	9@yahoo.	com					
Step 3: Upload Batch As	ssociations										
Use extreme caution when using this feature. If you have never used this feature, review the help guide. Upload a CSV spreadsheet from your computer Browse Download Template											
Submit											
92013, Cisco Systems, Inc.											

Enter details to search for the company location to which you want the list of users to be associated. Select from list available.

Adam Strader (adamstrader99) My Account Log Out Help cisco Cisco Services Access Management											
Home User-Company Associatio	ns User-Role Assignm	ients Admini	strators	Settings	Other						
Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC											
Step 1: Select Party Location											
* Country UNITED STATE	S	•									
* Company Verizon Commu	nications Inc.										
Address1 140 West St											
Address2											
City											
* State NEW YORK	-										
Postal											
 indicates required 											
Search											
	û elekare e	0.4	Otata	O a constance				- 1			
Company VERIZON COMMUNICATIONS	Address SINC 140 WEST ST	City NEW YORK	State NY	Country UNITED ST	ATES						
VERIZON COMMUNICATIONS		NEW YORK	NY	UNITED ST							
]				
Step 2: Provide Users for Company A	ssociation										
Below is a sample of CSV template to	be uploaded. For each user	; you may provid	e either	their Cisco Us	ser ID or i	email address	i.				
Cisco Us	er ID * or		Ema	il							
adamstra	der99		ad	amstrader99	@yahoo.	com					
Step 3: Upload Batch Associations											
Use extreme caution when using this feature. If you have never used this feature, review the help guide.											
		Brows	:e	Download Ter	nplate						
Submit											
©2013, Cisco Systems, Inc. All rights rese	erved.										

You will need to initially download the template for batch upload. Save this file as

"associationBatchTemplate.csv". This file can be re-used each time you need to associate multiple users to your company by updating the details of users in the file.

You have chosen to	open:							
🔄 associationBatchTemplate.csv								
	crosoft Office Excel Comma Separated Values File ools-stage.cisco.com							
What should Firefo	x do with this file?							
Open with	Microsoft Excel (default)							
Save File								
🔲 Do this <u>a</u> uto	matically for files like this from now on.							
	OK Cancel							

Open this saved file, and enter the user details as required.

Any change to the file type, format, or column headers will result in an error during the user-company association upload.

	🚽 🌒 • 🖓 • 🛛 =	associationBatchTemplate - Microsoft Excel							
F	ile Home Inser	t PageLayout	Formulas	Data	Review	View			
	E8	• (* <i>f</i> x							
	Α	В	I		С				
1	UserId	Email							
2	andyyusser99	andyyusser99@	yahoo.com						
3									
4									
5									

Upload this locally saved file, with the required user details click on "Submit".

cisco Services Ac	cess Managen	nent	Adam S	Strader (adamstrader99)	My Account	Log Out	Help				
Home User-Company Associations	User-Role Assignmen		strators	Settings Other							
Company	Address (>ity	State	Country			•				
VERIZON COMMUNICATIONS INC	140 WEST ST	IEW YORK	NY	UNITED STATES							
	140 WEST ST - 1	IEW YORK	NY	UNITED STATES							
Step 2: Provide Users for Company Associ	Step 2: Provide Users for Company Association										
Below is a sample of CSV template to be up	Below is a sample of CSV template to be uploaded. For each user, you may provide either their Cisco User ID or email address.										
Cisco User ID * or Email											
adamstrader99@yahoo.com											
Step 3: Upload Batch Associations	Step 3: Upload Batch Associations										
Use extreme caution when using this feature. If you have never used this feature, review the help guide.											
Upload a CSV spreadsheet from your computer C:\Users\hmaksoud\Downloads\associationBatchTemplate.csv Browse Download Template											
Submit							•				
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A confirmation screen is displayed. If there was an error in associating users, the list of users that were not associated will be displayed along with the error message and reason.

Users associated successfully to your company will be notified via email that their Cisco Account has been associated to your company. Once submitted the batch takes about 15 minutes to be loaded into the system as the batch job synch up job runs every 15 minutes.



Dear Andy,

Your Cisco Account is now associated with the following location:

VERIZON COMMUNICATIONS INC. 140 WEST ST . NEW YORK, NY. 10007 US

You may now go to <u>Cisco Profile Manager</u> and request roles to upgrade access to your Cisco Account via the Additional Access tab.

If you have any questions about this change to your Cisco Account, please click the link below:

Contact Delegated Administrator

Privacy Statement	Read more about our privacy statement.
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Revalidate User Association Requests

Revalidation of user associations may be necessary due to organizational changes your company's legal hierarchy. If there are any users associated with a company location that is affected by the organizational change, those users will automatically be moved to a new location and the delegated administrator will be notified to review and revalidate the those users' access.



From the User-Company Associations menu, select Revalidate User Association Requests to view the pending requests queue.

ululu cisco										Му Асс	ount Log C	ut Help
Home			ons	User-Role Ass	ignments	Administra	tors Settings	Otl	her			
Liew My	Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC View My Locations Only Revalidate User Association Requests 10 • per page Go											
Filter: Cis	co Use	er ID 🔻		Go Clea	r Filter							
Name		Cisco User ID		Email 🔺	Job Titl	e 🔺	Company		Status		Receive	•
There are no requests your action at this time												
©2013, Cisco	o Syster	ms, Inc. All rights res	erved.									

View Existing Users Associated with the Company

Delegated Administrators can view the existing User-Company Associations.

By using the top menu options to navigate to "User-Company Associations \rightarrow View Existing Associations", you will see a tabular display of all the users associated with your company.

cisco Cisc	co Services	Access Managen	nent		Adam Strader	(adamstrader99)	vly Account	t Log Out Help
Home User-		ons User-Role Assignment	ts Administra	ators Settings Other				
View My Location View Existing Ass Filter: Cisco User	ministrator, VERIZO ns Only	N COMMUNICATIONS INC					10 💌	per page Go
	Cisco User ID 👻	Email -	Job Title 🔻	Company	- Status -	Last Reviewed	•	Administrator
Adam Strader a	adamstrader99	adamstrader99@yahoo.com		VERIZON COMMUNICATIONS IN	C Approved	18-Jan-2013, 0	4:54 PM	1
								1
©2013, Cisco System	ns, Inc. All rights res	erved.						

Edit Existing User-Company Associations

A Delegated Administrator can change an existing User's company association. This may be required if a user has left the company, changes locations, or no longer requires the previously provided access.

Use the top menus to go to "User-Company Associations \rightarrow Change a User's Company Association". A tabular display of all users associated with your company will be displayed. Select a user by clicking on the radio button and click on "Edit" or "Remove Association".

If the list is large, you will be able to narrow the list by using the "Filter" option based user id, first name, and last name or by clicking on the headers of the table displayed.

cisco	Cisco 8	Services Ac	ces	s Manageme	ent				Ada	ım Strader (adamstrader99)	My A	ccount	Log Out	
Home	User-Comp		Us	er-Role Assignments	Administr	ators	Settings	Other						
View M	y Locations Onl	trator, VERIZON COI	MMUN	ICATIONS INC							1() v pe	er page 🔽	Go
Filter: Ci	isco User ID 🔻			Go Clear Filter										
Na	ame 👻	Cisco User ID	•	Email	•	Comp	oany		•	Last Updated	•	Adminis	strator Info	1
 Ac 	dam Strader			adamstrader99@yaho	o.com	VERI		IUNICATIONS IN		18-Jan-2013, 04:54 PM			1	
Edit Remove Association										▶				
©2013, Cisc	:o Systems, Inc	. All rights reserved.												

Click on "Edit" to change the selected user's company association.

By default, the company location with which this user is associated will be selected. You will be able to select a different company location by selecting "My Full Span of Control" to view available company locations.

cisco Cisco Services Ad	cess Manageme	ent		Adam Strader (adamstrader99)	My Account	Log Out H	lelp
Home User-Company Associations	User-Role Assignments	Administrators Set	ings Other				
Change Association Change Role							
View My Locations Only 🔹							
Country: UNITED STATES	•						
Available Company Locations							E
Name 🔺	Address 🔺 City	🔺 State 🔺 Cour	try				
VERIZON COMMUNICATIONS INC	140 WEST ST NEW YOR	RK NY UNIT	ED STATES				
Save Clear Cancel							
©2013, Cisco Systems, Inc. All rights reserved.							

Alternatively, to disassociate a user from your company, select "Remove Association" in the first screen. A pop-up will be displayed to confirm your decision to remove selected user's association to your company. Click on "Yes" to confirm deletion of this user-company association.

Disassociating a user from your company will also result in the deletion of all roles assigned to that user.

Cisco Services Ac	cess Manage	ment		
Welcome Adam Strader Company Administrator, VERIZON COM View My Locations Only Change a User's Company Association		g X Are you sure you want to remove the user's company association?		10 • per page Go
Filter: Cisco User ID 💌	136	-		
Name 👻 Cisco User ID	- Email	- Company	 Last Updated 	✓ Administrator Info
 Adam Sträder adamstrader99. 				
Edit Remove Association				

A confirmation message is displayed and the user will be notified via email about the changes to his/her Cisco Account.

Delegated Administrators of the company will also receive email notifications, based on their notification settings, about changes made to the user's company association.

User role assignment and management

Roles need to be assigned to the users associated to your company to define the access level for that user to a protected Cisco Service.

This may be done in multiple ways:

- Company administrator assigns roles to associated users
- Users request additional access to Cisco Services via Profile Manager

Note: Some Business offers will need to assign roles to end customer. Please refer to the appendix C for details.

User requests for role access using Profile Manager

Only the users associated to your company will be able to request additional roles via Profile Manager.

A user can request role assignment by clicking on the "Smart Services" link under the "Access Restricted Content" tab in Cisco.com Profile Manager. The second functionality, to request role assignment, is available in Production.

company / Organization	Access Restricted	d Content Preferences		guage : English	5	• Hel
	Access Restricte	Content Preferences	Security			
ts Smart Services		41				-
	Software Download	CCIE Purchase Direct P	artners			
loles						
Role	D	escription	Company	Status	Action	1
ing DataCe	nterManager F	tole description not svailable		Active	Remove	1
ling BrandA	mbassador f	tole description not available		Pendina		
		5. 		Approval		
0 BOTH	Role 212138	lole description not available		Active	Remove	
0 INTER	NAL Role 2121 F	tole description not available		Active	Remove	
Associ	ateDirector F	tole description not available		Active	Remove	
	Role 212138 F	tole description not available		Active	Remove	
1 BOTH						
	ling DataCer ling BrandA 0 BOTH 0 INTER	Role Detaclassical ting DataCenterManager F ting BrandAmbassador F 0 BOTH Role 212138 F 0 INTERNAL Role 2121 F	Role Description ting DataCenterManager Role description not available BrandAmbassador Role description not available 0 BOTH Role 212138 Role description not available 0 INTERNAL Role 2121 Role description not available	Role Description Company ting DataCenterManager Role description not available Image: Company ting BrandAmbassador Role description not available Image: Company 0 BOTH Role 212138 Role description not available Image: Company 0 INTERNAL Role 2121 Role description not available Image: Company	Role Description Company Status ting DataCenterManager Role description not available Active BrandAmbassador Role description not available Pending Approval 0 BOTH Role 212138 Role description not available Active 0 INTERNAL Role 2121 Role description not available Active	Role Description Company Status Action ting DataCenterManager Role description not available Active Remove 0 BOTH Role 212138 Role description not available Active Remove 0 INTERNAL Role 2121 Role description not available Active Remove

The top section of the page displays the user's existing role assignments. The bottom section displays additional roles available to the user's company, which they can request. Upon successful submission, a confirmation message is displayed.

The Delegated Administrator(s) of the user's company will be notified about the user's request for additional role access via email, based on their notification settings.

Managing user role assignment requests

User requests for access to Cisco Services can be approved or denied by the company Delegated Administrator(s) using Cisco Services Access Management.

Use the top menus to navigate to "User-Role Assignment \rightarrow Pending User-Role Assignment" to view a list of pending user requests for role assignment.

uluulu cisco	Cisco Services A	ccess Manageme	ent		Adam Strader (adam	strader99) I	My Account Lo	g Out Help
Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other			
Con								
Pending User Association Requests 10 - per page Go								
Filter: Ci	sco User ID 🔻	Go Clear Filter						
Na Na	ame 🔺 Cisco User ID 🔺	Email 🔺	Job Title 🔺	Company		Status 🔺	Received	
Ar	nnie Yusser annieyusser99	annieyusser99@yahoo.com	1	VERIZON (COMMUNICATIONS	Pending	27-Feb-2013 PM	, 01:58
Approve	Deny						•	1 🕨
©2013, Cisc	o Systems, Inc. All rights reserve	ed.						

Select the requests to approve/deny from the list of displayed. Click on "Approve" or "Deny".

	ninistrator, VERIZON CO	DMMUNICATIONS I	NC				
iew My Location	is Only 👻	Warning		×			
Pending User Ass Filter: Cisco User	ociation Requests		Are you sure you want to appr ?	ove these users			10 👻 per page 🕻
Name	 Cisco User ID 	Email	Nee Ne		*	Status 🔺	Received
Annie Muss		annie.	Yes	Breaz.			
Approve Deny	1						1

A confirmation message is displayed based on the requested action.

alabera a series a	🕙 Cisco Services Access Ma	inagement - Mozilla Firefox
cisco Cisco Services Access M	https://tools-stage.cisc	o.com/CDCEB/association.do?action=editSelectedAssociation
Home User-Company Associations User-Rol	The associations h	nave been successfully approved and an email has been sent to below users
😝 Welcome Adam Strader	Name	Company to Associated With
Company Administrator, VERIZON COMMUNICATIO	Annie Yusser	VERIZON COMMUNICATIONS INC
View My Locations Only		ОК
Pending User Association Requests		
Filter: Cisco User ID - Go		
☑ Name ▲ Cisco User ID ▲ Email		
🔽 Annie Yusser annieyusser99 annieyusse		
Approve Deny		
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Approved/denied requests are removed from the administrator's request queue.

Home User-Company Associations User-Role Assignments Administrators Settings Other Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC View My Locations Only • Pending User Association Requests 10 • per page Go Filter: Cisco User ID • Company A Status Receive • There are no requests pending your action at this time There are no requests pending your action at this time • • •	ululu cisco	Cis	co Services Ac	cess Manageme	ent		Adam Strader	(adamstrader99)	My Account	Log Ou	t Help
Company Administrator, VERIZON COMMUNICATIONS INC View My Locations Only Pending User Association Requests 10 per page Go Filter: Cisco User ID Coe Clear Filter Name Cisco User ID Email Job Title Company Status Receive	Home	User-	Company Associations	User-Role Assignments	Administrators	Settings	Other				
Filter: Cisco User ID • Go Clear Filter Name Cisco User ID Email Job Title Company Status Receive	View N	View My Locations Only							~		
Name Cisco User ID Email Job Title Company Status Receive	Pending User Association Requests 10 v per page Go							GO			
	Filter: C	Cisco User	ID 🔻	Go Clear Filter							
There are no requests pending your action at this time	Name		Cisco User ID	🔺 Email 🔺	Job Title	 Com 	pany 🔺	Status	 Received 	ve	•
				There are no requ	lests pending your	action at	this time				
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User role assignment using Cisco Services Access Management

If you had answered "Yes" to assign roles to the user you had just associated to your company, you can skip to "Step 2: Select Role" on the next page.

To assign a role to a user previously associated to your company, use the top menus to navigate to "User-Role Assignments \rightarrow Assign Roles to Users".

Step 1: Select User

Choose the appropriate radio-button option, to either:

- Select from a list of existing users
- Search by first/last name
- Search by Cisco User ID or Email address

Based on your choice, the system will display a list of users. Select the user to be associated, and click on "Next"

cisco Cisco S	Services A	ccess Managem	nent			Adam Strader (adamstrader99		Log Out	Help
Home User-Compan	y Associations	User-Role Assignments	Administrators	Settings	Other				
Welcome Adam St Company Administ		OMMUNICATIONS INC							
Step 1: Select User	Step 2: Select	Role Step 3: Confirmatio	in						
Assign Service Role									
INTERNAL ROLES TO US	SERS (INSIDE MY	COMPANY)							
Show Existing Use	rs								
Search for User by	Full Name								
Search by Cisco Us	ser ID or Email								
adamstrader99									
🔽 Name	Cisco User ID	Email	Company			More Information			
Adam Strader	adamstrader99	adamstrader99@yahoo.c	om VERIZON CO	MMUNICATIO	NS INC	Role Information			
EXTERNAL ROLES TO U	EXTERNAL ROLES TO USERS AND ADMINISTRATORS								
Assign Role to Use	er Outside of My Co	ompany							
🔘 Assign External Ro	le to Role Adminis	strator							
							k Next Fir	nish Can	cel
©2013, Cisco Systems, Inc.	. All rights reserve	d.							

Step 2: Select Role - Click on the **b** icon next to display the list of available roles.

cisco Cisco Se	ervices Access Ma	nagement	Adam Strader (adamstrader99) My Account Log Out Helj
Home User-Company A	Associations User-Role Ass	ignments Administrators Settings Other	
✓ Step 1: Select User	Step 2: Select Role Step 3: 0	Confirmation	
Selected User			
Name	Cisco User ID	Email	Company
Adam Strader	adamstrader99	adamstrader99@yahoo.com	VERIZON COMMUNICATIONS INC
Available Service Roles fo	r Selected Users		
VERIZON COMMUNICATI	IONS INC		
SmartNet Total Care			
			Back Finish Cancel
©2013, Cisco Systems, Inc. Al	ll rights reserved.		

You can hover your mouse over a role to display a more detailed description of the role and its capabilities, as illustrated below:

cisco Cisco Se	ervices Access M	anagement			Adam Strader (adamstrader99)		Log Out	Help
Home User-Company A	ssociations User-Role A	ssignments Admin	nistrators Settir	ngs Other				
✓ Step 1: Select User	Step 2: Select Role Step 3	: Confirmation						
Selected User								
Name	Cisco User ID	Email			Company			
Adam Strader	adamstrader99	adamstrader99@ya	ahoo.com		VERIZON COMMUNICATIONS IN	с		
Available Service Roles fo	ONS INC	Start Date :	(mm/dd	End Date : Ayyy)	(mm/dd			
Customer User		1/////		Avvv)	an (minos			
	With this role, an individual can access all reports, such as All Devices, All Contracts, Device Diagnostics, Product Alerts in Smart Services Connection (https://tools-stage.cisco.com/rptcso/SSUE) for his/her company.							
C) Of State	4	(1111)		//////)				
QATestRole39th	Apr2012 short desc	Start Date :	imm/dd	End Date : /ywy)	imm/dd			
						Back	h Cano	cel

Use the checkboxes to select one or more roles to assign to the selected user. You can optionally enter a future Start Date and/or End Date for the role assignment. If the Start Date is left blank, the role assignment will be active immediately. If the End Date is left blank, the role assignment will remain active indefinitely, until the company's service offer enablement expires.

Click the "Finish" button to complete the transaction. A confirmation message is displayed, confirming the successful assignment of role.

The user will receive an email notification, informing them that they have been grated the requested role assignment in your company.

uluili cisco							
Dear Esther:							
-	You have been granted access to Cisco resources as EndCustomerUser for PSS as of 7 Dec 2011 02:38:09 GMT.						
If you have any questions about this change to your Cisco Account, please contact the Cisco Services Access Management Helpdesk below for further assistance: <u>service_access_management_support@cisco.com</u>							
Privacy Statem	<u>ient</u>	Read more	e about our privacy stat	ement.			
Copyright (C) 2011, Cisco System registered trademarks of Cisco Sy countries. Cisco Systems, Inc. 170 West Ta:	/stems, Inc. and/or i	s affiliates in the U	nited States and certain				

Note that some Cisco Services capabilities require further qualification of the role assignment. For example, a business partner user's access may be limited to specific end customer companies. This capability is described in Appendix A.

Performing User-Role assignment via batch upload

Instead of performing User-Role assignment individually using the above step-by-step process, you can associate multiple users to multiple roles through a batch upload, using a provided spreadsheet template. This feature may be especially useful to on-board or migrate users from another system or user repository.

Use the top menus to navigate to "User-Role Assignments \rightarrow Batch Upload"

ome User-Company	Associations User-Role Assignmi	ents Administrators Setting	s Other		
Welcome Adam Stra	ador				
	ator, VERIZON COMMUNICATIONS INC				
tep 1: Find Business Se	rvices and Roles				
elow is a sample of a C:	SV template to be uploaded. For each u	ser, you may provide either their Cis	co User ID or email address. The Bus	iness Service Name ar	id Role Nami
	service roles currently available for you			ss Service and Roles ye	ou would like
ssign. Enter the Busines	ss Service and Role Names into your CS	SV file exactly as they appear in the	table.		
Cisco User ID	* or Email	Business Service Name	* Role Name	Start Date	End Da
adamstrader99	adamstrader99@yahoo.com	SNTC	CustomerUser	00 E-h 2012	
adamstrader99	adamstrader99@yahoo.com	PSS	EF15Test12	06-Feb-2013	
adamstrader99	adamstrader99@yahoo.com	PSS	PartnerDeveloper	06-Feb-2013	
adamstrader99	adamstrader99@yahoo.com	PSS	Anvesh1		
adamstrader99	adamstrader99@yahoo.com	PSS	RoleNCon23rdOct	06-Feb-2013	26-Api
adamstrader99	adamstrader99@yahoo.com	SNTC	QATestRole406thNov2012	06-Feb-2013	24-Ma
adamstrader99	adamstrader99@yahoo.com	PSS	Roleon17thOct	06-Feb-2013	24-Ma
adamstrader99	adamstrader99@yahoo.com	PSS	NewRoleEF1.6-9	06-Feb-2013	04-Ma
adamstrader99	adamstrader99@yahoo.com	PSS	Createdbynvarma		07-Fel
adamstrader99	adamstrader99@yahoo.com	PSS	NewRoleEF1.6-3	06-Feb-2013	29-Ma
(Þ
Indicates required value	alues for CSV template				
tep 2: Upload Batch Rol	a Appignmente				
ep 2. Opioau Datcii Roi	e Assignments				
	n using this feature. If you have never us	sed this feature, review the help gui	de.		
pload a CSV spreadshe	et from your computer				
		Browse Download	Template		

You will need to initially download the template for batch upload. Save this file as "roleBatchTemplate.csv". This file can be re-used each time you need to associate multiple users by updating the details of users in the file.

You have chosen to open:						
🖳 roleBatchTem	🔊 roleBatchTemplate.csv					
	which is a: Microsoft Office Excel Comma Separated Values File from: http://tools-stage.cisco.com					
What should Firefox do with this file?						
Open with Microsoft Excel (default)						
Save File						
Do this <u>a</u> utomatically for files like this from now on.						
	OK Cancel					

Open this saved file, and enter the user details as required.

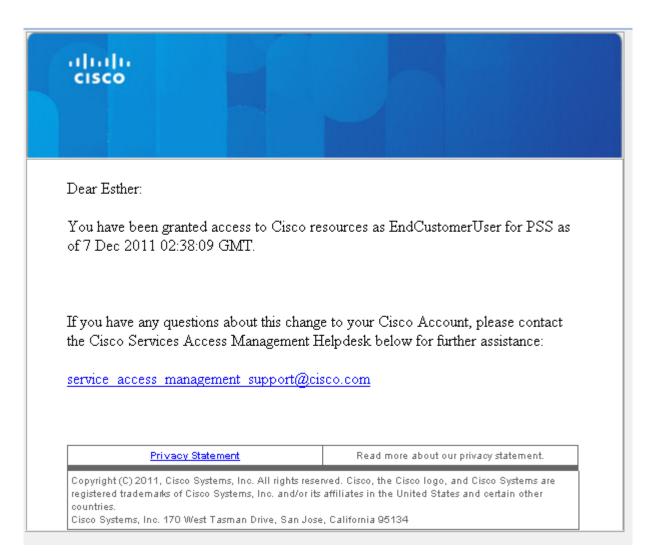
	📙 🧐 • (P - •	-	roleBatchTemplate - Mi	crosoft Excel	_	
F	ile Home	Insert Page Layout For	View			
	A11	\bullet (f_x				
	А	В	С	D	E	F
1	UserId	Email	Business Service Name	Role Name	Start Date	End Date
2	andyyusser99	andyyusser99@yahoo.com	SNTC	CustomerUser	6-Feb-13	6-Feb-14
3						
4						
5						

After you have entered the data into the spreadsheet, save the file in an accessible location. Note that any change to the file type, format, or column headers will result in an error during the upload.

Click the "Browse" button to find the saved spreadsheet file, and click "Submit" to complete the upload. Once submitted the batch takes about 15 minutes to be loaded into the system as the batch job synch up job runs every 15 minutes.

uluili. cisco	
Dear Esther: Your request for user roles nominations In order to review the results of the con below:	s has been completed. npleted batch process, please click the link
Cisco Service Access Management	Read more about our privacy statement.
Copyright (C) 2011, Cisco Systems, Inc. All rights	reserved. Cisco, the Cisco logo, and Cisco Systems are or its affiliates in the United States and certain other

You will receive an email about the batch request with a link to check on the batch upload results. If there was an error in assigning roles, the list of users and the reason will be displayed.



Users assigned successfully to the roles will be notified via email that they have been granted role.

Edit existing user role assignments

Delegated Administrators have the flexibility to change an existing user's role assignments. This may be required when the user no longer requires the access previously approved for them.

Use the top menus to navigate to "User-Role Assignments \rightarrow Change a User's Role Assignments". A tabular list of all existing user role assignments for your company will be displayed. Use the filter to narrow the list displayed based on Cisco user id, first name, last name or by clicking on the headers of the table displayed.

Click on the bicon next to a user's Name to display all of their currently-assigned roles.

cisco Cisco Services Access Managemer	nt		Adam Strader (adamstrader99)	
Home User-Company Associations User-Role Assignments	Administrators Settings Other			
Velcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC				
Change User-Role Assignment				10 🔻 per page 🛛 Go
Filter: Cisco User ID 🔻 Go Clear Filter				
Name Cisco User ID 👻 Email	Role - Passable C	ompany 👻 Status 👻	Start Date End Date 👻 Last Re	eviewed 👻 Administrator
• Adam Strader adamstrader99 adamstrader90@whice.com	Care:Customer Internal C	ERIZON OMMUNICATIONS Approved IC	Fri Nov 30 Fri Nov 30 Tue Fe 00:00:00 00:00:00 20:25:3 EST 2012 EST 2012 20:25:3	b 05 11 EST 2013
Edit Remove Role				◀ 1 ▶
©2013, Cisco Systems, Inc. All rights reserved.				

Use the radio button to select the user role assignment you want to modify. You can then either use the "Remove Role button to quickly inactivate the selected user role assignment, or use the "Edit" button to add, remove, or change all role assignments for the selected user. Each of these functions are further described in the sections below.

Remove Role

Click the "Remove Role" button to remove the currently-selected role assignment. A pop-up will be displayed to confirm this decision. Click on "Yes" to confirm the change, and a confirmation message is displayed.

D	elegated Administrator, VERIZC		NS INC.						
tew 0	My Locations Only								
	e a User's Role Assignment							10	M per page Go
Filter:	Cisco User ID M		Jear Filter						
	Name	Cisco User ID	Email	Narning	n in the second s	×		Last Updated	Administrator Info
	Suresh Suresh	ciscoadmint	sures@suresh.com		Are you sure you want to remove the selected		CiscoAdmin	Fil Jul 29 20:34 32 CDT 2011	0
	nsamt nsamt	sam3shridhar19	sam3shridhar1920		user roles?		ThirdPartyDA	Thu Aug 04 08:54:00 CDT 2011	0
	Suresh Suresh	ciscoadmin2	camensa003@red		Yes No		CiscoAdmin	Mon Aug 08 02:08:38 CDT 2011	0
0	adasfastsidf asaafasidfasidf	ciscoadmin3	camenaat003@rea			_	CiscoAdmin	Mon Aug 08 02:09:09 CDT 2011	0
	mos singh	ciscoadmin4	camensa026@realfin	nail.com	VERIZON COMMUNICATIONS INC.	CEAM	CiscoAdmin	Mon Aug 08 02:09:41 CDT 2011	0
	sidfst likjiki	ciscoadmin5	camensa00a@gmail.	com	VERIZON COMMUNICATIONS INC.	CEIAM	ClacoAdmin	Mon Aug 08 02 10 11 CDT 2011	0
	Atankar Agaiswal	alaagarw	alaagarw@cieco.com		VERIZON COMMUNICATIONE INC.	CSAM	ClecoAdmin	Thu Sep 01 06:01:38 CDT 2011	0
	Adam Strader	adamstrader99	adamstrador99@yand		VERIZON COMMUNICATIONS INC.	CSAM	PartyOA	Fri Sep 02 14:30:14 CDT 2011	0
		andyyus ser 99						Fil Sep 02 14:58.11 CDT.2011	
(PSTRI)	Remove Role								1 4 1

The user will be notified via email about the changes made to their account.

All Delegated Administrator(s) for your company will also be notified, based on their notification preferences, of the change made to the user role assignment.

Add, remove, and change assignments

Click the "Edit" button to add, remove, or change the Start Date and/or End Date of the selected user's existing user role assignments.

cisco Services Access Manag	gement					
Home User-Company Associations User-Role Assignm	ents Administrators	Settings Other				
Change Association Change Role						Â
Roles Assigned To : Adam Strader adamstrader99@yahoo.com +1 4081230000						
Assigned Roles						
VERIZON COMMUNICATIONS INC SmartNet Total Care						
Customer Administrator 🗖	Start Date : 11/30/2012	🎹 (mm/dd/yyyy)	End Date : 11/30/2012	IIII (mm/dd/yyy)		
Customer User 🖸	Start Date : 11/30/2012	imm/dd/yyyy)	End Date : 11/30/2012	(mm/dd/yyyy)		
						Е
Available Roles						
VERIZON COMMUNICATIONS INC						
SmartNet Total Care						
OjbskTestRole short desc	Start Date :	imm/dd/yyyy)	End Date :	(mm/dd/yyyy)		
QATestRole39thApr2012 short desc	Start Date :	imm/dd/yyyy)	End Date :	imm/dd/yyyy)		
Save Clear Cancel						
©2013, Cisco Systems, Inc. All rights reserved.						

You can un-check the checkbox next to an Assigned Role to remove that role assignment for this user.

You can add, change, or delete the Start Date and/or End Date of an Assigned Role. If the Start Date is blank, the role assignment will be immediately active. If the End Date is blank, the role assignment will remain active indefinitely, until the company's service program enablement expires.

You can check a checkbox next to an Available Role to assign that new role to this user, and optionally enter a Start Date or End Date for the role assignment.

When you have finished making changes, click the "Save" button. A confirmation message is displayed.

The user will be notified via email about the changes made to their account.

All Delegated Administrator(s) for your company will also be notified, based on their notification preferences, of the change made to the user role assignment.

Delegated Administration

Delegated Administration allows you to independently decide and manage who in your company get access to which Cisco Service program. Depending on the size of your company or the number of users, you may choose to manage all user requests, or nominate additional company administrators to manage the load, allowing centralization or decentralization of administration according to your company's desired policy or needs. This administrative structure can be changed over time, based on growth and usage by additional service programs.

Nominating Additional Delegated Administrators

As the Delegated Administrator, you will be able to nominate additional Delegated Administrators for your company. All the nominated Delegated Administrators for a given company level will have the same roles and accesses. The additional administrators do not need to reset the company settings unless they have been nominated for a different location of the company.

Company Administrators can setup Company settings, approve/deny/make user-company associations, assign roles to users and establish preferences for receiving email notifications.

Role Administrators can only assign roles to users and establish preferences for receiving email notifications.

These two types are described below in detail.

Company Administrator:

To nominate additional Delegated Administrators for your company, use the top menus to navigate to "Administrators \rightarrow Nominate an Administrator".

Step 1: Select Administrator Type

Choose the appropriate radio-button option, to either nominate:

- Company Administrator
- Role Administrator

cisco	Cisco Services A	Access Managem		trader (adamstr	ader99)	My Account	Log Out	Help		
Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other					
	Welcome Adam Strader Company Administrator, VERIZON COMMUNICATIONS INC									
Step	1: Select Administrator Type	Step 2: Nominate Administra	ator Step 3: Sele	ect Company	Step 4	: Confirmatio	n			
Select #	Administrator Type									
Nomina	te administrator for one or more	of the following administrator t	ypes:							
© C	ompany Administrator									
© R	ole Administrator									
						N	ext Can	el		
©2013, Cis	co Systems, Inc. All rights reserv	ed.								

Step 2: Nominate Administrator

Choose the appropriate radio-button option, to either:

- Show existing users
- Search by Cisco User ID or Email address

Based on your choice, the system will display a list of users. Select the user to be nominated, and click on "Next"

cisco Cisco Services	Access Manager	nent	-		
		Adam Stra	ider (adamstrac	der99) My Accoun	t Log Out Help
Home User-Company Associations	User-Role Assignments	Administrators	Settings	Other	
✓ Step 1: Select Administrator Type	Step 2: Nominate Administr	ator Step 3: Sele	ect Company	Step 4: Confirmat	ion
Nominate Administrator					
Identify and select one or more users to Show Existing Users Search by Cisco User ID or Email	associate.				
				Back	Next Cancel
©2013, Cisco Systems, Inc. All rights reserv	red.				

cisco Cisco Services Access Management								
		Adam Strader (adamstrader99) M	ty Account Log Out Help					
Home User-Company Associations	Jser-Role Assignments Ad	ministrators Settings Other						
✓ Step 1: Select Administrator Type St	ep 2: Nominate Administrator	Step 3: Select Company Step	4: Confirmation					
Nominate Administrator								
Identify and select one or more users to as	sociate.							
Show Existing Users								
Search by Cisco User ID or Email								
adamstrader99	Submit							
🔽 Name Cisco User ID	Email	Company	Administrator Type					
Adam Strader adamstrader99	adamstrader99@yahoo.com	VERIZON COMMUNICATIONS INC	Role Information					
		(Back Next Cancel					
©2013, Cisco Systems, Inc. All rights reserved								

Step 3: Select Company

Company Administrator can either assign the additional Administrator to the same company as a backup Administrator or to new location for your company. Choose the appropriate radio-button option, to either:

- Display Company Locations Available
- Search for a Specific Location

Adam Strader (adamstrader99) My Account Log Out Help										
Home User-	Company Ass	ociations	User-Role Ass	ignments	Administr	ators	Settings	Other		
✓ Step 1: Sele	ct Administrat	or Type 🗸	Step 2: Nomina	e Administra	tor Step	3: Select	Company	Step 4: Confir	mation	
Nominated Delegated Administrators										
Name	Cisc	o User ID	Ema	I			Admi	nistrator Type		
Adam Strader	adar	mstrader99	adan	nstrader99@	/ahoo.com		Com	oany Administrat	or	
Administer Acc Select a speci Display Co	ific company l		ole					-		
Select a spec		ons Availat	ole T							
Select a speci Oisplay Co	ific company lo mpany Locati	i ons Availat ns Only			·					
Select a speci Display Col View Country	ific company lo mpany Locati My Locatior	i ons Availat ns Only		s (▼ >ity	State	Country			
Select a spect Display Con View Country Con	ific company lo mpany Locati My Locatior UNITED ST	ions Availat ns Only ATES	▼ Addres			State	Country UNITED S	TATES		
Select a speci Display Co View Country Co VE	ific company lo mpany Locati My Locatior UNITED ST. mpany	ons Availat ns Only ATES UNICATION	▼ Addres		≻ity		,	TATES		

If you choose the option to "Search for a Specific Location", you will need to enter search criteria by specifying country, company and state. Select the company from the list displayed. Click on "Finish" to confirm nomination of the selected user as the Delegated Administrator for the selected company. A confirmation screen is shown.

			Adam Strader ((adamsti	rader99)	My Account	Log Out	Н
Home User-Comp	any Associations U	ser-Role Assignments	Administrato	rs s	Settings	Other		
 Step 1: Select Adr 	ninistrator Type 🗸 Ste	p 2: Nominate Administra	ator Step 3: S	ielect Co	ompany	Step 4: Con	firmation	
Nominated Delegate	d Administrators							
Name	Cisco User ID	Email			Adminis	strator Type		
Adam Strader	adamstrader99	adamstrader99@	/ahoo.com		Compa	ny Administrat	tor	
Administer Access								
 Display Compan Search for a Sport 	y Locations Available ecific Location							
	-		T					
Search for a Sport	ecific Location	ons Inc.	×					
 Search for a Spectrum Country 	ecific Location	ons Inc.	•					
 Search for a Spot Country Company 	ecific Location UNITED STATES Verizon Communicatio	ons Inc.	•					
 Search for a Spet Country Company Address1 	ecific Location UNITED STATES Verizon Communicatio	ons Inc.						
 Search for a Spet Country Company Address1 Address2 	ecific Location UNITED STATES Verizon Communicatio	ons Inc.	•					
 Search for a Spet Country Company Address1 Address2 City 	ecific Location UNITED STATES Verizon Communicatio	ons Inc.						
 Search for a Spet Country Company Address1 Address2 City State 	ecific Location UNITED STATES Verizon Communicatio 140 West St	ons Inc.	•					
 Search for a Spet Country Company Address1 Address2 City State Postal 	ecific Location UNITED STATES Verizon Communicatio 140 West St	ons Inc.						
 Search for a Spet Country Company Address1 Address2 City State Postal indicates require Search 	ecific Location UNITED STATES Verizon Communicatio 140 West St	ons Inc.	City	State	Country			
 Search for a Spet Country Company Address1 Address2 City State Postal indicates require Search 	ecific Location UNITED STATES Verizon Communicatio 140 West St	Address		State	Country	STATES		
 Search for a Spet Country Company Address1 Address2 City State Postal indicates require Search Compan VERIZON 	ecific Location UNITED STATES Verizon Communicatio 140 West St ed	Address NC 140 WEST ST	City NEW YORK		UNITED			

The user nominated as the Delegated Administrator will be notified via email that their account is now associated with that company and that they have been nominated as the Delegated Administrator.

Existing Delegated Administrators of the company will also receive email notifications, based on their notification settings, indicating that a user has been nominated as the Delegated Administrator for their company.

Role Administrators

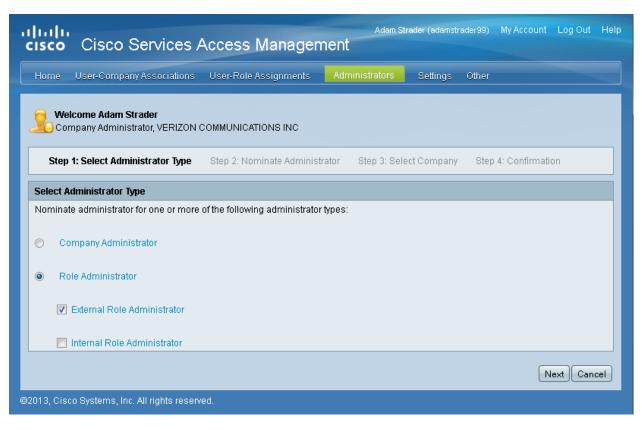
A Company Administrator can nominate Role Administrators to as assign, approve or reject user role requests. Role Administrators are not authorized to change any company settings or make/approve user-company associations. That responsibility remains with the Company Administrator.

Role Administrators are two kinds – Internal Role Administrator and External Role Administrator. Internal Role Administrator can only assign roles only within the company. External Role Administrator can assign to users outside of his company.

Cisco predefines roles such that some can only be granted to user swithin your own company; others outside of the company and some not able to be passed by a Role Administrator at all. The Role Administrator can only assign the roles that they themselves have been granted by the Company Administrator.

For example: Company Administrator wants to allow someone in his company to handle role assignment for certain set of roles. He nominates the user to be an Internal Role Administrator and assigns that user the set of roles that they can pass to other users within the company.

To nominate Role Delegated Administrators for your company, use the top menus to navigate to "Administrators \rightarrow Nominate an Administrator".



Step 1: Select Administrator Type

Use the radio button to select "Role Administrator".

Use the checkboxes to indicate whether this Role Administrator will be assigning roles to users outside the company (External Role Administrator), within the same company (Internal Role Administrator), or both.

Click "Next".

cisco Cisco Services Acces	s Manageme	nt			
		Adam Strac	der (adamstrade	er99) My Account	Log Out Help
Home User-Company Associations User-Ro	le Assignments	Administrators	Settings (Other	
✓ Step 1: Select Administrator Type Step 2: No	ominate Administrator	Step 3: Sele	ct Company	Step 4: Confirmatio	on
Nominate Administrator					
Identify and select one or more users to associate.					
Show Existing Users					
Search by Cisco User ID or Email					
				Back	lext Cancel
©2013, Cisco Systems, Inc. All rights reserved.					

Step 2: Nominate Administrator

Choose the appropriate radio-button option, to either:

- Show existing users
- Search by Cisco User ID or Email address

cisco Cisco Services Ad	cess Managemen	Adam Strader (adamstr	ader99) My Account Log Out Help					
Home User-Company Associations U	Jser-Role Assignments Ad	ninistrators Settings (Other					
Step 1: Select Administrator Type Step 2: Nominate Administrator Step 3: Select Company Step 4: Confirmation								
Nominate Administrator								
Identify and select one or more users to as:	sociate.							
Show Existing Users								
Search by Cisco User ID or Email								
adamstrader99	Submit							
Vame Cisco User ID	Email	Company	Administrator Type					
Adam Strader adamstrader99	adamstrader99@yahoo.com	VERIZON COMMUNICATION						
			Back Next Cancel					
©2013, Cisco Systems, Inc. All rights reserved.								

Based on your choice, the system will display a list of one or more users. Select the user to be nominated, and click "Next".

uluulu cisco Cis	sco Services Acce	ss Manage		dam Str	ader (adamstrader99) My Account Log Out Help
Home User-(Company Associations User-	Role Assignments	Administra	ators	Settings Other
✓ Step 1: Selec	:t Administrator Type 🗸 Step 2:	Nominate Adminis	trator Step :	3: Select	t Company Step 4: Confirmation
Nominated Dele	gated Administrators				
Name	Cisco User ID	Email			Administrator Type
Adam Strader	adamstrader99	adamstrader9	9@yahoo.com		External Role Administrator
View	npany Locations Available My Locations Only				
Country	UNITED STATES		•		
Cor	npany	Address	City	State	Country
• VEF	RIZON COMMUNICATIONS INC	140 WEST ST	NEW YORK		UNITED STATES
Search for	a Specific Location				
					Back Finish Cancel
©2013, Cisco Syste	ms, Inc. All rights reserved.				

Step 3: Select Company

Choose the appropriate radio-button option, to either:

- Display Company Locations Available
- Search for a Specific Location

If you choose the option to "Search for a Specific Location", you will need to enter search criteria by specifying country, company and state. Select the company from the list displayed. Click "Finish" to confirm nomination of the selected user as the Delegated Administrator for the selected company.

The nominated user will be notified via email that their account is now associated with that company and that they have been nominated as the Role Delegated Administrator. Note: Existing Delegated Administrators of the company will also receive email notifications, based on their notification settings, indicating that a user has been nominated as the Delegated Administrator for their company.

The email contains the link to Cisco Services Access Management. Upon clicking the link, they will be presented with Cisco Services Access Management legal agreement same as Delegated Administrator.

To assign roles to the user, the Role Administrator would follow the process described in section "User role assignment using Cisco Services Access Management" above.

Nominating multiple additional Delegated Administrators using batch upload

Multiple users can be simultaneously nominated as additional Delegated Administrators for a company by doing a "batch upload" in Cisco Services Access Management.

Use the top menus to navigate to "Administrators \rightarrow Batch Upload".

cisco Cisco	Services A	Access Managen	nent	-	Adam Strader (adamstrader99)	My Account	Log Out
Home User-Com	pany Associations	User-Role Assignments	Administrators	Settings	Other		
Welcome Adan Company Admi		COMMUNICATIONS INC					
Step 1: Select Party	Location						
* Country	select one		+				
Company							
Address1							
Address2							
City							
* State	select one 🔻						
Postal							
 indicates requir 	red						
Search							
Step 2: Find Adminis	strator Roles						
					User ID or email address. The Ac bes into your CSV template exactly		
Cisco User ID	*	or	Email		 Administrator Role Type 		
adamstrader99		adamstrader99	@yahoo.com		PartyDA		
adamstrader99		adamstrader99	@yahoo.com		InternalRoleDA		
adamstrader99		adamstrader99	@yahoo.com		ExternalRoleDA		
©2013, Cisco Systems,	Inc. All rights reserv	ed.					

Enter the details to search for the company location for which you want to nominate additional Delegated Administrators. Select the company location from the list displayed.

cisco Cisco Services Aco	ess Manage	ment			Adam Strader (adamstrader99)	My Account	Log Out	Help
	er-Role Assignments	Administ	rators	Settings	Other			
Welcome Adam Strader Company Administrator, VERIZON COM	MUNICATIONS INC							
Step 1: Select Party Location								
* Country UNITED STATES		•						
* Company								
Address1								E
Address2								
City								
* State NEW YORK	-							
Postal								
 indicates required 								
Search								
Company	Address	City	State	Country				
VERIZON COMMUNICATIONS INC VERIZON COMMUNICATIONS INC	140 WEST ST 140 WEST ST - 1	NEW YORK	NY NY	UNITED ST				
VERIZON COMMUNICATIONS INC	140 WEST ST - 1	NEWYORK		UNITEDS	IAIES			
Step 2: Find Administrator Roles								
Below is a sample of a CSV template to be u column displays the administrator types that table.	•							1
lable.								Ŧ
©2013, Cisco Systems, Inc. All rights reserved.								

Download the template for uploading the list of users. Save this file locally as "adminBatchTemplate.csv". Enter the details of the users that you want to nominate as Delegated Administrators.

Changing the filename, file format or the column headers will result in an error in completion of the request to nominate multiple users as Delegated Administrators.

This file can be re-used to nominate additional Delegated Administrators by simply changing the details of the users in the file uploaded.

Opening adminBat	chTemplate.csv	×
	T emplate.csv rosoft Office Excel Comma Separated Values File ools-stage.cisco.com	
Open with Save File Do this <u>a</u> utor	Microsoft Office Excel (default)	
	OK Cancel	

G		(" →) ∓	-		-			Classes Name
_	Home	Insert	Page Layo	ut For	mulas	Data	Review	View
	Ca	libri I <u>U</u> -	• 11 •	A A • <u>A</u> •	= =	= &··		rap Text erge & Center +
Clip	board 🖻	F	ont	G.		Ali	gnment	5
	D2	- ((J	f _{se}				
	A		В			С		D
1	User Id	Email			Admi	nistrator		
2	andyyusser	99 <mark>andyyu</mark>	sser99@ya	hoo.com	Partyl	DA		<u> </u>
З								
4								
5								
6								

Upload this template, saved locally, having the details of the users to be nominated as the Delegated Administrators. Select the company and click on "Submit". A confirmation message is displayed.

If there was an error in nominating any of the users in the list, their information will be displayed on the confirmation page along with the reason for them not being nominated.

cisco Cisco Services Aco	ess Manage	ment			Adam Strader (adamstrader99)	My Account	Log Out	Help
Home User-Company Associations Us	er-Role Assignments	Administr	ators	Settings	Other			
Company VERIZON COMMUNICATIONS INC VERIZON COMMUNICATIONS INC Step 2: Find Administrator Roles Below is a sample of a CSV template to be u column displays the administrator types that table.			ide eithe		TATES 9 User ID or email address. The Ac			
Cisco User ID * or adamstrader99 adamstrader99 adamstrader99 adamstrader99 * Indicates required values for CSV templat	adamstrader: adamstrader: adamstrader:	Ema 99@yahoo.con 99@yahoo.con 99@yahoo.con 99@yahoo.con	n n n		Administrator Role Type PartyDA InternalRoleDA ExternalRoleDA In/Ex-ternalRoleDA			
Step 3: Upload Batch Delegated Admins Use extreme caution when using this feature Upload a CSV spreadsheet from your compu Submit 2013, Cisco Systems, Inc. All rights reserved.	. If you have never used	d this feature, n			Download Template			E

The users nominated successfully as the Delegated Administrators will be notified via email about their association with the company and their nomination to become the Delegated Administrator for the company.

Existing Delegated Administrators of that company will also be notified via email, based on their notification settings, that a user has been nominated as the Delegated Administrator for their company. Once submitted the batch takes about 15 minutes to be loaded into the system as the batch job synch up job runs every 15 minutes.

Other Links

Links to additional Cisco access management tools can be found in the "Other" menu.

ululu cisco	Cisco Services Aco	cess Manageme	ent	Adam S	trader (adamstrader99) My Account Log Out Help
Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other
	o me Adam Strader Dany Administrator, VERIZON COM	MUNICATIONS INC			User Assignment to End Customer Company Web Services Enable Cisco Services programs for your Company
	John Logan San Jose, CA Phone: 555:555:555 Email: john@cisca.com	C		>	
Pend	ing User Association Requests	Pending Role A	ssignment Reques	ts	Web Service Administration
	manage user association request your company. Systems, Inc. All rights reserved.		ser role assignmen ur company.	t requests	Register and manage web service information for your company.

The list of links is filtered to only show those tools to which the user is authorized, but may include:

- Service Access Management Tool
- User Assignment to End Customer Company
- Enable Cisco Services programs for your Company
- Web Services

Service Access Management Tool

A Company Administrator who is also a Contract Administrator or Bill-To ID Administrator in the Service Access Management Tool can use the top menu to navigate to "Other \rightarrow Service Access Management Tool" in order to manage user-to-contract and user-to-BID access for their users.

User Assignment to End Customers

A Company Administrator (or a Role DA having a Partner Administrator role) of a Partner Company which is subscribed and entitled to certain service offers may need to assign user access to other companies. (For example, a Partner Administrator may need to assign roles for their Partner Users to access data for one or more of their end customer companies.) Use the "Other \rightarrow User Assignment to End Customer Company" menu option to access this feature. This feature is only available for certain specific business services, and is described in <u>Appendix C</u>, "User Role Assignment to End Customer Companies".

Enable Cisco Services programs for your Company

Partners and Direct Customers purchase service contracts from Cisco through service programs. Once your company has an active Delegated Administrator, some service programs will be automatically enabled for your company when a service contract is signed, while others must be manually requested. Associated users can view a list of their company's enabled services, and request enablement for new services, through a "service catalogue". The catalog is accessed from a link on the "Additional Access" tab of Cisco.com Profile Manager.

Subscribed Services

The Subscribed Services tab lists the services to which your company is currently subscribed.

Service Catalog	gue		
ASTLE PINES CAPIT	AL LLC		
Available Services			
Available Services	Subscribed Services		
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		CAPITAL LLC is currently subscribed.	
This is a list of servic		- 	
This is a list of servic		Description	Expiration Date
	ces to which CASTLE PINES	Description S	Date

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Available Services

The Available Services tab lists additional services or programs that your company may qualify for.

vice Catalogue		
TLE PINES CAPITAL LLC		
ailable Services Subscribed Services		
his is a list of services available to CASTLE PINES CAPIT	AL LLC . Click "Subscribe" for automatic subscription. Click "Register" to	complete a registration proces
Status on services that require a registration process will o	only be displayed in this table once the registration process is complete.	
▼ 10-	Description	Action
Title	Description	Action
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For any listed service, clicking the "Subscribe" link will submit a request to validate the existence of any necessary service contract. The requestor will receive an email notification with the result of that contract check. If the validation passed successfully, the company's Delegated Administrator will also receive an email, notifying them of the newly-enabled service, and instructing them to assign the corresponding service access roles.

Appendix A: Frequently Asked Questions

- 1. Who will use Cisco Services Access Management?
- 2. Who, at my company, can get nominated as a Delegated Administrator?
- 3. <u>As the first Delegated Administrator for a large company, how can I most efficiently manage access for users that are geographically dispersed?</u>
- 4. My company has a lot of users. Do I have to add each one manually?
- 5. An associated user has left my company. What should I do?
- 6. <u>I have nominated additional Delegated Administrators who will manage their company organization user-</u> <u>company associations and user-role assignments. What do I need to do to ensure that I am not the first</u> <u>person contacted for user access requests?</u>
- 7. How can I see who has associated a user or nominated the additional company administrator?
- 8. <u>A user is having difficulty in requesting association to my company through Profile Manager. What might the problem be, and how can I solve it myself?</u>
- 9. <u>A user does not see the link in Profile Manager to request for additional access to Cisco Services delivered</u> by Cisco to my company. What could be the issue?
- 10. <u>As the Delegated Administrator, I had asked users to request for a specific role using Profile Manager. But</u> they cannot see this particular role in the list displayed there. Why is this happening?
- 11. <u>I get an error while using the "batch upload" feature in Cisco Services Access Management. What could be the issue?</u>
- 12. <u>Which browsers are supported?</u>
- 1. Who will use Cisco Services Access Management?

Cisco Administrators use Cisco Service Access Management to nominate Delegated Administrators for a Company.

Once nominated, company Delegated Administrators will use Cisco Services Management to perform the following tasks:

- Establish company settings to specify the criteria for user requests for "self-association" to company and their approval.
- Associate user(s) to their company
- Assign roles to associated users
- Nominate additional Delegated Administrators for their company
- Establish their notification settings

You can also refer to <u>Appendix B</u> for additional information on the features available in Cisco Services Access Management.

2. Who, at my company, can get nominated as a Delegated Administrator?

A Delegated Administrator should be a trusted person at your company who, once trained on the application, is knowledgeable about the company's employees and what Cisco services they do and do not need to access.

One person at your company will be nominated as your first Delegated Administrator by a Cisco Administrator, and will need to accept the Terms and Conditions on behalf of their company. That first Delegated Administrator can choose to pass this responsibility onto another person at their company, nominate a backup administrator, or nominate additional administrators to manage additional locations of the company.

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3. <u>As the first Delegated Administrator for a large company, how can I most efficiently manage access</u> <u>for users that are geographically dispersed?</u>

Cisco Services Access Management is designed to flexibly accommodate companies of various sizes and allows for centralization or decentralization of administration according to each company's needs. The Delegated Administrator for a company has the option to nominate additional company administrators, or set up multiple branch locations that can be administered separately by multiple administrators. These Delegated Administrators will then be able to manage groups of users based at a company location. For details on how to nominate additional company administrators, you can refer to <u>Delegated Administration</u> section in this document.

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4. <u>My company has a lot of users. Do I have to add each one manually?</u>

Cisco Services Access Management provides "batch upload" to simultaneously associate multiple users to your company. Refer to the <u>User company association using batch upload</u> section in this document to understand how to use this feature.

Alternatively, you can establish the company settings in Cisco Services Access Management to automatically approve all self-association requests by users with matching criteria. Auto-approval of requests can be setup based on one or a combination of the following:

- Company passcode matching Generate a unique company passcode and provide it to the users to specify in Profile Manager while requesting company association.
- Email domain matching This may be your company email domain which would be the same for all users in your company and used by them while registering on Cisco.com

5. An associated user has left my company. What should I do?

As the Delegated Administrator, it is your responsibility to disassociate this user from your company using Cisco Services Access Management feature – "Change a User's Company Association". As soon as the user's company association is removed, all roles assigned to this user for access to additional Cisco Services will automatically be deleted.

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6. <u>I have nominated additional Delegated Administrators who will manage their company organization</u> <u>user-company associations and user-role assignments. What do I need to do to ensure that I am not</u> <u>the first person contacted for user access requests?</u>

Once you have nominated additional company Delegated Administrators, they will all have the same access privilege in Cisco Services Access Management. You can now go to the "Change Notification Settings" in Cisco Services Access Management and select the appropriate setting to ensure that your contact information is not displayed to users associated to your company. Additionally, you may also set your preference to not receive any notification for a user submission. You should, however, periodically access Cisco Service Access Management to look for any overdue requests that the other Delegated Administrators have not yet acted upon.

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7. <u>How can I see who has associated a user or nominated the additional company administrator?</u> If you need to see who has nominated the additional company administrator for your company or who associated a particular user to your company, you need to go to the "View Existing Administrators" or the "View Existing Users" screen. A mouse over the "^O" icon next to their name will display the details of the person who has nominated that administrator or accepted that user-company association.

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- A user is having difficulty in requesting association to my company through Profile Manager. What might the problem be, and how can I solve it myself? Check with the user to see if the user details they specified in Cisco.com Profile Manager match the company self-association settings you have established.
 - If the user did not register in Cisco.com with their company email address, then they cannot selfassociate via email domain matching. If email domain matching is your preferred association method, then have them update their primary email address in Cisco.com Profile Manager.
 - If the user is searching for the company by address, your company settings may be set to only allow users to associate to specific locations that have a Delegated Administrator assigned. They may need to remove some of the search criteria, and only search by company name and country.

9. <u>A user does not see the link in Profile Manager to request for additional access to Cisco Services</u> <u>delivered by Cisco to my company. What could be the issue?</u>

A user needs to first be associated with your company, before they can see what services may be available. The user will be able to see the link to request for additional access to Cisco Services only after their company association is in "Approved" status.

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 As the Delegated Administrator, I had asked users to request a specific role using Profile Manager. But they cannot see this particular role in the list displayed there. Why is this happening? The list of roles available in Profile Manager, for access to additional Cisco Services, depends on the company to which the user is associated. Verify that this user is associated to the correct branch/location of your company.

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11. <u>I get an error while using the "batch upload" feature in Cisco Services Access Management. What could be the issue?</u>

The batch upload features are available to associate multiple users simultaneously to your company, or to nominate multiple users as additional Delegated Administrators for your company. Error in batch upload could be for one or a combination of the following issues:

- Incorrect template name or format being used. Templates should be saved locally as "associationBatchTemplate.csv" for associating users or "adminBatchTemplate.csv" for nomination of company administrators.
- Changes made to the original column headers in the template uploaded.
- User ID specified in the template is an invalid CCO ID or not registered on Cisco.com
- Email address specified in the template is incorrect
- User is already an active and existing delegated administrator or associated user for that company.

12. Which browsers are supported?

It is recommended to use the following browsers versions for Cisco Services Access Management:

- Firefox 3.x and above
- IE 6.x and above
- Chrome 7.x and above
- Safari 4.x and above

It is further recommended that the browser window be maximized, to minimize the need for scrolling.

Appendix B: Cisco Services Access Management Features

Cisco Services Access Management provides the following features:

• Establish company & notification settings

This feature enables the Delegated Administrator to establish the company settings by providing the criteria for "self-association" to company. "Self-Association" refers to the scenario where users from the company will request association to the company using Profile Manager. The company settings established in Cisco Services Access Management will be used to decide approval criteria for these user company association requests.

Cisco Services Access Management allows you to specify valid email domains allowed, specify if approval will be based on user's address matching the company address, generation of a unique company passcode which you may ask users to specify while requesting company association.

The details specified for the company in Cisco Services Access Management will then be validated against when a user requests for company association using Profile Manager.

You will be able to establish the approval settings to either manual or automatic based on these criteria specified for the company. This will allow you to have a tightly controlled or a flexible approval process. Notification settings may also be established in Cisco Services Access Management based on your requirement. You may choose to get notified for every user submitted request or a daily summary of requests or not get notified at all.

• User company association and management

Cisco Services Access Management allows Delegated Administrator to associate users to their company. This may be done for individual users or multiple users (as a batch upload).

You will be able to manage user company associations by using the Add/Edit feature provided by Cisco Services Access Management.

Alternatively, users will also be able to request association to your company and request for additional roles and access to Cisco Services using Profile Manager. Cisco Services Access Management provides the feature to approve/deny and manage these user requests.

• User role assignments and management

Cisco Services Access Management allows Delegated Administrator to assign roles to users associated to their company. The roles assigned will determine the access level for that user to Cisco protected Services. You will be able to manage the user role assignments by using the add/edit/remove roles feature available in Cisco Services Access Management.

Alternatively, associated company users will be able to request for additional access to Cisco Services using Profile Manager. Cisco Services Access Management provide you the feature to view these user requests and manage them using the approve/deny role assignment requests.

• Nominate additional Delegated Administrators

Cisco Services Access Management provides the feature to nominate additional Delegated Administrators for a company.

This feature will enable you to delegate the responsibility and manage internally, within your Company, who gets access to what, depending on your company size (#of users, # of locations).

A given company level may have one or multiple Delegated Administrators. Different levels of the company may then be managed by different Delegated Administrators. This will eventually assist in management of user-company associations and user-role assignments at the various company levels/locations.

Appendix C: User Role Assignment to End Customer Companies

While most party-centric role-based access is based upon the party granting the role, in some cases a role is granted to another party. One example is where a partner administrator wants to grant, to one of his partner users, access to a specific end customer company. In those cases, the "User Assignment to End Customer Companies" function is used.

Note: A Partner company can be subscribed to the Partner Support Service using BSSLP Enablement userinterface – see Appendix-D for details.

A similar process can also be used to grant role-based access for his End Customer employee, who can only gain access to Cisco services through their business partner and therefore do not have their own delegated administrators.

"User Assignment to End Customer companies" user-interface has two primary Tabs – Partner Tab, and End Customer Tab as can be seen below.

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The Partner Tab can be used to assign one or more End Customer companies to a Partner Employee for a specific role. In turn, the Partner Tab has two Tabs – Current Tab and New Assignment Tab.

The End Customer Tab can be used to assign one or more End Customer companies to an End Customer employee for the End-Customer User role.

Partner-Current Tab

Click on the Partner–Current tab to view or remove existing Customer assignments to a Partner Employee.

Select the Service Program and Service Role from the drop-down list. Click on the "more info" link to display the description of the Service Role.

rtner	End Customer							
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If Customers have been assigned in the Partner-New Assignment Tab, only then the remaining fields in the Partner-Current Tab could be entered or selected. Otherwise, the values entered will not be recognized and will be flagged as invalid or will be blank with no auto-suggest nor any dropdown list.

The next three fields – Name, Email and Cisco.com ID – are to specify a Partner employee who is assigned one or more End Customer companies for the selected service role. They are auto-suggest fields, and as you start entering a field value for one of these three fields, the matching names, email or Cisco.com IDs will be displayed. Selecting a value for one field will enable the remaining two fields to be auto-populated.

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Search				
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If Customers have been assigned using the Partner-New Assignment Tab, then in the Partner-Current Tab, the Customer field will have a drop-down list of values. Select a customer name from that list, and click on the search button to initiate the search.

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Otherwise, if no customer value is specified and search initiated, all the customers who are assigned to the User-Partner-Role will be displayed in the search results, as illustrated below.

CASTLE PINES CAPITAL LLC

ent	Assignments	New Assignment					
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Ema Cisc Sea	co.com ID: arch Employee Name	pss_part_admin_350	03 🔹 Company Name PLC JOHNSON CREEK	110 LIN			
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Ema Cisc Sea	co.com ID: arch Employee Name Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO	03 Company Name PLC JOHNSON CREEK IC SCHOOLS	110 LIN 125 S C 402 S 5	COLN ST,JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(GO,IL,US	ACTIVE
Ema Cisc	co.com ID: arch Employee Name Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN	110 LIN 125 S C 402 S 5 IT CO 200 S W	COLN ST,JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US	GO,IL,US AGO,IL,US	ACTIVE ACTIVE ACTIVE
Ema Cisc Sea	encom ID: arch Employee Name Pss Part Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO DUFF PHELPS II	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN F BANK	110 LIN 125 S C 402 S 5 IT CO 200 S W 300 NO	COLN ST.JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US ACKER DR - FLOOR 5,CHIC/	GO,IL,US AGO,IL,US EE,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE
Ema Cisc Sea	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO DUFF PHELPS II FIRST MIDWEST LAWSON PROD	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN F BANK	110 LIN 125 S C 402 S 5 IT CO 200 S W 300 NO 1666 E	COLN ST.JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US ACKER DR - FLOOR 5,CHIC/ RTH HUNT CLUB RD,GURNE	AGO,IL,US AGO,IL,US EE,IL,US US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
Ema Cisc Sec	encom ID: arch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO DUFF PHELPS II FIRST MIDWEST LAWSON PROD	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN F BANK UCTS INC ISSELL LIDDELL LLP	110 LIN 125 S C 402 S 5 1T CO 200 S W 300 NO 1666 E 2200 R0	COLN ST.JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US IACKER DR - FLOOR 5,CHIC/ RTH HUNT CLUB RD,GURNE TOUHY AVE,DES PLAINES,IL,	AGO,IL,US AGO,IL,US EE,IL,US US TX,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
Ema Cisc Sec	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO DUFF PHELPS II FIRST MIDWEST LAWSON PRODI LOCKE LORD BI LORD BISSEL B	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN F BANK UCTS INC ISSELL LIDDELL LLP	110 LIN 125 S C 402 S 5 1T CO 200 S W 300 NO 1666 E 2200 R0 111 SO	COLN ST.JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US ACKER DR - FLOOR 5,CHIC/ RTH HUNT CLUB RD,GURNE TOUHY AVE,DES PLAINES,IL, DSS AVE - STE 2200,DALLAS,	GO,IL,US AGO,IL,US EE,IL,US US TX,US IL,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
Ema Cisc Sec	encom ID: arch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer C AVON RUBBER I CHICAGO PUBL CRESCENT CRO DUFF PHELPS II FIRST MIDWEST LAWSON PRODI LOCKE LORD BI LORD BISSEL B VILLAGE OF HOR	Company Name PLC JOHNSON CREEK IC SCHOOLS OWN DISTRIBUTING NVESTMENT MANAGEMEN FBANK UCTS INC ISSELL LIDDELL LLP ROOK	110 LIN 125 S C 402 S 5 1T CO 200 S W 300 NO 1666 E 2200 Rd 111 SO 1900 H/	COLN ST.JOHNSON CREEK, LARK ST - FLOOR 14,CHICA(4TH PL,PHOENIX,AZ,US IACKER DR - FLOOR 5,CHIC/ RTH HUNT CLUB RD,GURNE TOUHY AVE,DES PLAINES,IL, JSS AVE - STE 2200,DALLAS, JTH WACKER DR,CHICAGO,	GO,IL,US AGO,IL,US EE,IL,US US TX,US IL,US ES,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE

Remove Customer assignments to a User

Select the customer assignments to be removed from the list displayed. Selections could be on one or on multiple pages as illustrated below. Then click on Remove.

rren	t Assignments	New Assignment					
Serv	ice Program an	d Role					
Cisco	.com Id (optional);				specify the employee by entering e irch". To remove one or more existi		
elec	tine end-custome	n(s) and click Remove .					
* Ser	vice Program :	Partner Support Service 🔹 👻	* Service F	Role :	Partner Administrator 🔹	More info	
Sear	ch Service Role	e Assignments					
Nar	me:	Pss Part 👻	Compan	y Name:	v		
Em	ail :	pss_part_admin_3503@yaho 🗸					
	ail : :co.com ID:	pss_part_admin_3503@yahov					
]				
Cis	.co.com ID:						
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Cis	.co.com ID:	pss_part_admin_3503 +	ame	Address	5	Stat	tus
Cis	co.com ID:	pss_part_admin_3503 +			s COLN ST.JOHNSON CREEK,WI,U:		
Cis	co.com ID: earch Employee Name	pss_part_admin_3503	SON CREEK	110 LIN		S ACT	IVE
Cis	co.com ID: earch Employee Name Pss Part	pss_part_admin_3503 End Customer Company Na AVON RUBBER PLC JOHNS	SON CREEK LS	110 LIN 125 S C	COLN ST, JOHNSON CREEK, WI, US	S ACT	IVE
Cis	earch Employee Name Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL	SON CREEK LS RIBUTING	110 LIN 125 S C 402 S 5	COLN ST, JOHNSON CREEK, WI, U LARK ST - FLOOR 14, CHICAGO, IL	S ACT ,US ACT ACT	IVE IVE
Cis	Employee Name Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR	SON CREEK LS RIBUTING	110 LIN 125 S C 402 S 5 200 S W	COLN ST, JOHNSON CREEK, WI, U: LARK ST - FLOOR 14, CHICAGO, IL 4TH PL, PHOENIX, AZ, US	S ACT ,US ACT ACT IL,US ACT	IVE IVE IVE
Cis Se	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR DUFF PHELPS INVESTMEN	SON CREEK LS RIBUTING	110 LIN 125 S C 402 S 5 200 S W 300 NO	COLN ST.JOHNSON CREEK,WI,U: LARK ST - FLOOR 14,CHICAGO,IL 4TH PL,PHOENIX,AZ,US /ACKER DR - FLOOR 5,CHICAGO,I	S ACT ,US ACT ACT IL,US ACT	IVE IVE IVE IVE
Cis Se	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR DUFF PHELPS INVESTMEN FIRST MIDWEST BANK	SON CREEK LS RIBUTING IT MANAGEMENT CO	110 LIN 125 S C 402 S 5 200 S W 300 NOI 1666 E 1	COLN ST.JOHNSON CREEK,WI,U: LARK ST - FLOOR 14,CHICAGO,IL 4TH PL,PHOENIX,AZ,US /ACKER DR - FLOOR 5,CHICAGO,I RTH HUNT CLUB RD,GURNEE,IL,	S ACT ,US ACT ACT IL,US ACT US ACT ACT	TVE TVE TVE TVE TVE
Cis Se	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR DUFF PHELPS INVESTMEN FIRST MIDWEST BANK LAWSON PRODUCTS INC	SON CREEK LS RIBUTING IT MANAGEMENT CO	110 LIN 125 S C 402 S 5 200 S W 300 NOI 1666 E T 2200 RC	COLN ST.JOHNSON CREEK,WI,U: LARK ST - FLOOR 14,CHICAGO,IL 4TH PL,PHOENIX,AZ,US /ACKER DR - FLOOR 5,CHICAGO,I RTH HUNT CLUB RD,GURNEE,IL, FOUHY AVE,DES PLAINES,IL, US	S ACT ,US ACT IL,US ACT US ACT US ACT S ACT	TVE TVE TVE TVE TVE TVE
Cis Se	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR DUFF PHELPS INVESTMEN FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LID	SON CREEK LS RIBUTING IT MANAGEMENT CO DELL LLP	110 LIN 125 S C 402 S 5 200 S W 300 NOI 1666 E 2200 RC 111 SOI	COLN ST.JOHNSON CREEK,WI,U: LARK ST - FLOOR 14,CHICAGO,IL 4TH PL.PHOENIX,AZ,US /ACKER DR - FLOOR 5,CHICAGO,I RTH HUNT CLUB RD,GURNEE,IL, TOUHY AVE,DES PLAINES,IL,US DSS AVE - STE 2200,DALLAS,TX,U:	S ACT ,US ACT IL,US ACT US ACT US ACT S ACT S ACT	TIVE TIVE TIVE TIVE TIVE TIVE TIVE
Cis	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Na AVON RUBBER PLC JOHNS CHICAGO PUBLIC SCHOOL CRESCENT CROWN DISTR DUFF PHELPS INVESTMEN FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LID LORD BISSEL BROOK	SON CREEK LS RIBUTING IT MANAGEMENT CO DELL LLP	110 LIN 125 S C 402 S 5 200 S W 300 NO 1666 E 2200 R0 111 SOU 1900 H/	COLN ST.JOHNSON CREEK,WI,U: LARK ST - FLOOR 14,CHICAGO,IL 4TH PL.PHOENIX,AZ,US /ACKER DR - FLOOR 5,CHICAGO,I RTH HUNT CLUB RD,GURNEE,IL, TOUHY AVE,DES PLAINES,IL,US DSS AVE - STE 2200,DALLAS,TX,U: UTH WACKER DR,CHICAGO,IL,US	S ACT ,US ACT IL,US ACT US ACT US ACT S ACT S ACT J,US ACT	TIVE TIVE TIVE TIVE TIVE TIVE TIVE TIVE

A pop-up is displayed. Click on the "Confirm Remove" button to confirm the selected customer assignments to be removed, otherwise click "Cancel".

A pop-up message with the Request Id# will be displayed, as illustrated below:

End C	ustomer			
ent Assign	ments New Assignment			
ervice Pro	gram and Role			
view existir	ng access for your partner employ	vee(s), select the service program	and role, specify the employee by entering either their	r name, email Id or
			click "Search". To remove one or more existing end-cu	ustomer assignments,
lect the end	I-customer(s) and click "Remove"			
Service Pro	gram : Partner Support Servi	ce 👻 📕 Service R	tole : Partner Administrator 🚽 More inf	ío
	Confirm Removal of Role:	Partner Administrator for	following users:	×
1.0				
earch Se	Employee Name	Company Name	Address	
Name:	Pss Part			
Name:	Pss Part			_
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Email : Cisco.cor Search Empl	OK Cancel r CHICAGO PUBLI	C SCHOOLS	125 S CLARK ST - FLUOR 14, CHICAGO, IL, US 402 S 54TH PL PHOENIX AZ US	ACTIVE
Email : Cisco.cor Search Empl Pss f Pss Pa Pss Pa	OK Cancel rt CHICAGO PUBLI rt CRESCENT CRC		402 S 54TH PL, PHOENIX, AZ, US	ACTIVE
Email : Cisco.cor Search Empl Pss F Pss Pa	OK Cancel r CHICAGO PUBLI r CRESCENT CRC r DUFF PHELPS IN	WN DISTRIBUTING IVESTMENT MANAGEMENT CO		
Email : Clsco.cor Search Empl Pss F Pss Pa Pss Pa Pss Pa	OK Cancel R CHICAGO PUBLI R CHICAGO PUBLI R ORESCENT ORO R DUFF PHELPS IN R FIRST MIDWEST	WIN DISTRIBUTING IVESTMENT MANAGEMENT CO BANK	402 S 54TH PL, PHOENIX, AZ, US 200 S WACKER DR - FLOOR 5, CHICAGO, IL, US	ACTIVE ACTIVE
Email : Cisco.cor Search Pss F Pss Pa Pss Pa Pss Pa Pss Pa Pss Pa	OK Cancel R CHICAGO PUBLI R CHICAGO PUBLI R CRESCENT CRO R DUFF PHELPS IN R FIRST MIDWEST I LAWSON PRODU	WIN DISTRIBUTING IVESTMENT MANAGEMENT CO BANK	402 S 54TH PL, PHOENIX, AZ, US 200 S WACKER DR - FLOOR 5, CHICAGO, IL, US 300 NORTH HUNT CLUB RD, GURNEE, IL, US	ACTIVE ACTIVE ACTIVE
Email : Cisco.cor Search Pss F Pss Pa Pss Pa Pss Pa Pss Pa 2 Pss Pa	OK Cancel R CHICAGO PUBLI R CHICAGO PUBLI R ORESCENT ORO R DUFF PHELPS IN R FIRST MIDWEST R LAWSON PRODU R LOCKE LORD BIS	WIN DISTRIBUTING IVESTMENT MANAGEMENT CO BANK ICTS INC SSELL LIDDELL LLP	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US 300 NORTH HUNT CLUB RD,GURNEE,IL,US 1666 E TOUHY AVE,DES PLAINES,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE
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ner	End Customer			e an email notification once	
urrent /	Assignments	New Assignment	0		
Servic	e Program an	d Role			
Cisco.c	com Id (optional)			and role, specify the employee by ent click "Search". To remove one or more	ering either their name, email ld or e existing end-customer assignments,
* Servi	ce Program :	Partner Support Service 🔹	*Service R	ole : Partner Administrator	More info
Cisco Sea	com ID:	pss_part_admin_3503		Address	Status
	Pss Part	AVON RUBBER PLC JOHNSO		110 LINCOLN ST, JOHNSON CREEK	
100	Pss Part	CHICAGO PUBLIC SCHOOLS	NUREER		,WI,US ACTIVE
					ACTIVE
				125 S CLARK ST - FLOOR 14, CHICA	
	Pss Part	CRESCENT CROWN DISTRIE	BUTING	402 S 54TH PL, PHOENIX, AZ, US	ACTIVE
	Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT	BUTING	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHIO	ACTIVE CAGO,IL,US ACTIVE
	Pss Part Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT FIRST MIDWEST BANK	BUTING	402 S 54TH PL, PHOENIX, AZ, US 200 S WACKER DR - FLOOR 5, CHIC 300 NORTH HUNT CLUB RD, GURN	ACTIVE CAGO,IL,US ACTIVE IEE,IL,US ACTIVE
	Pss Part Pss Part Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT FIRST MIDWEST BANK LAWSON PRODUCTS INC	BUTING MANAGEMENT CO	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHIO 300 NORTH HUNT CLUB RD,GURN 1666 E TOUHY AVE,DES PLAINES,II	ACTIVE CAGO,IL,US ACTIVE IEE,IL,US ACTIVE .,US ACTIVE
	Pss Part Pss Part Pss Part Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LIDDE	BUTING MANAGEMENT CO	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHIO 300 NORTH HUNT CLUB RD,GURN 1666 E TOUHY AVE,DES PLAINES,II 2200 ROSS AVE - STE 2200,DALLAS	ACTIVE CAGO,IL,US ACTIVE IEE,IL,US ACTIVE ,US ACTIVE S,TX,US ACTIVE
	Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LIDDE LORD BISSEL BROOK	BUTING MANAGEMENT CO ELL LLP	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHIO 300 NORTH HUNT CLUB RD,GURN 1666 E TOUHY AVE,DES PLAINES,II 2200 ROSS AVE - STE 2200,DALLAS 111 SOUTH WACKER DR,CHICAGO	ACTIVE CAGO,IL,US ACTIVE IEE,IL,US ACTIVE .,US ACTIVE S,TX,US ACTIVE .IL,US ACTIVE
	Pss Part Pss Part Pss Part Pss Part Pss Part	CRESCENT CROWN DISTRIE DUFF PHELPS INVESTMENT FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LIDDE	BUTING MANAGEMENT CO ELL LLP ES	402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHIO 300 NORTH HUNT CLUB RD,GURN 1666 E TOUHY AVE,DES PLAINES,II 2200 ROSS AVE - STE 2200,DALLAS	ACTIVE CAGO,IL,US ACTIVE IEE,IL,US ACTIVE .,US ACTIVE .,TX,US ACTIVE .IL,US ACTIVE TES,IL,US ACTIVE

	End Customer			
rren	t Assignments	New Assignment		
e name	ine December of	d Data		
	ice Program an			
Cisco	.com Id (optional);		am and role, specify the employee by entering either thei nd click "Search". To remove one or more existing end-ci	
Sei	vice Program :	Partner Support Service	e Role : Partner Administrator Vore in	fo
0.21	ch Service Role	Assignments		
Na	me.	Comp:	any Name: 💌	
Em	iail :	pss_part_admin_3503@yaho -	cessing	
144	co.com ID:			
UIS	co.comit.	pas_par_aurini_3505		
S	earch			
S	earch			
S	earch Employee Name	End Customer Company Name	Address	Status
S		End Customer Company Name AVON RUBBER PLC JOHNSON CREEK	Address 110 LINCOLN ST, JOHNSON CREEK, WI, US	Status
S	Employee Name	• •		
S	Employee Name Pss Part	AVON RUBBER PLC JOHNSON CREEK	110 LINCOLN ST, JOHNSON CREEK, WI, US	ACTIVE
	Employee Name Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS	110 LINCOLN ST, JOHNSON CREEK, WI, US 125 S CLARK ST - FLOOR 14, CHICAGO, IL, US 402 S 54TH PL, PHOENIX, AZ, US	ACTIVE
	Employee Name Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING	110 LINCOLN ST, JOHNSON CREEK, WI, US 125 S CLARK ST - FLOOR 14, CHICAGO, IL, US 402 S 54TH PL, PHOENIX, AZ, US	ACTIVE ACTIVE ACTIVE
S	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING DUFF PHELPS INVESTMENT MANAGEMENT CO	110 LINCOLN ST.JOHNSON CREEK,WI,US 125 S CLARK ST - FLOOR 14,CHICAGO,IL,US 402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE
	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING DUFF PHELPS INVESTMENT MANAGEMENT CO FIRST MIDWEST BANK	110 LINCOLN ST.JOHNSON CREEK,WI,US 125 S CLARK ST - FLOOR 14,CHICAGO,IL,US 402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US 300 NORTH HUNT CLUB RD,GURNEE,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING DUFF PHELPS INVESTMENT MANAGEMENT CO FIRST MIDWEST BANK LAWSON PRODUCTS INC	110 LINCOLN ST.JOHNSON CREEK,WI,US 125 S CLARK ST - FLOOR 14,CHICAGO,IL,US 402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US 300 NORTH HUNT CLUB RD,GURNEE,IL,US 1666 E TOUHY AVE,DES PLAINES,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING DUFF PHELPS INVESTMENT MANAGEMENT CO FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LIDDELL LLP	110 LINCOLN ST.JOHNSON CREEK,WI,US 125 S CLARK ST - FLOOR 14,CHICAGO,IL,US 402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US 300 NORTH HUNT CLUB RD,GURNEE,IL,US 1666 E TOUHY AVE,DES PLAINES,IL,US 2200 ROSS AVE - STE 2200,DALLAS,TX,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	AVON RUBBER PLC JOHNSON CREEK CHICAGO PUBLIC SCHOOLS CRESCENT CROWN DISTRIBUTING DUFF PHELPS INVESTMENT MANAGEMENT CO FIRST MIDWEST BANK LAWSON PRODUCTS INC LOCKE LORD BISSELL LIDDELL LLP LORD BISSEL BROOK	110 LINCOLN ST.JOHNSON CREEK,WI,US 125 S CLARK ST - FLOOR 14,CHICAGO,IL,US 402 S 54TH PL,PHOENIX,AZ,US 200 S WACKER DR - FLOOR 5,CHICAGO,IL,US 300 NORTH HUNT CLUB RD,GURNEE,IL,US 1666 E TOUHY AVE,DES PLAINES,IL,US 2200 ROSS AVE - STE 2200,DALLAS,TX,US 111 SOUTH WACKER DR,CHICAGO,IL,US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE

Click "OK". The search will be automatically initiated based on the same parameters selected before the removal. The customer assignments that have been submitted for removal will no longer be listed in the Current Tab search results.

Partner-New Assignment Tab

The Partner–New Assignment Tab is used to assign one or more End Customer companies to a Partner employee.

Cisco Services Access Management

urrent Assignments	New Assignment				
Service Program	and Role				
Cisco.com Id. To iden		r which they will h			y entering either their name, email or he end-customer contract is associate
Service Program:	Partner Support Serv	ice 👻	Service Role :	Partner Administrator	▼ More info
Select Employee					
Employee Name:	Joe User	•			
User ID :	joeyusser10	•			
Email :	joeyusser10@gmail.	.com 👻			
Select if All End-Cust identify specific End C		ne specified user,			istomers option and Submit. Otherwise omer contract is associated, and then
Select if All End-Cust identify specific End C choose from the disp All End-Custome 	Customers to assign to th layed list of customer na ers	ne specified user,			
Select if All End-Cust identify specific End C choose from the disp All End-Custome Specific End-Custome	Customers to assign to th layed list of customer na ers	ne specified user,			
Select if All End-Cust identify specific End C choose from the disp All End-Custome Specific End-Custome	Customers to assign to th layed list of customer na ers stomers	ne specified user,			
identify specific End C choose from the disp All End-Custome Specific End-Cu: Partner Location :	Customers to assign to the layed list of customer na ers stomers N/A	ne specified user,			
Select if All End-Cust identify specific End C choose from the disp All End-Custome Specific End-Custome Partner Location : Show All	Customers to assign to the layed list of customer na ers stomers N/A	ne specified user,		ocation to which the end custo	
Select if All End-Cust identify specific End C choose from the disp All End-Custome Specific End-Custome Partner Location : Show All End Customer C	Customers to assign to the layed list of customer na ers stomers N/A	ne specified user,		ocation to which the end custo	
Select if All End-Cust identify specific End C choose from the disp All End-Custome Specific End-Custome Partner Location : Show All End Customer C	Customers to assign to the layed list of customer na ers stomers N/A	ne specified user,		ocation to which the end custo	

Select the Service Program and Service Role from the drop-down list of values. Use the "More info" link to display a detailed description of the Service Role.

irrent	Assignments	New Assignment					
_							
	vice Program a						
Cisco	o.com Id. To identi		n they will ha		le, and specify the employee by the Partner Location to which th		
Se	rvice Program:	Partner Support Service	*	Service Role :	Partner Administrator	✓ More info	
				Wi (re	th thi's role, an individual can gister, edit, and/or delete) colle iess	manage ector(s) and	
Sele	ect Employee				reports, such as All Devices, All gnostics, Product Alerts in Sma nection (https://tools-stage.ci SUE) for his/her end customer r	Contracts, Device	
Em	nployee Name:	Joe User	•		SUE) for his/her end customer r	etworks.	
Us	er ID :	joeyusser10	-				
Em	nail :	joeyusser10@gmail.com	-				
0	All End-Customer Specific End-Cust er Location :						
O s Partn	Specific End-Cust	tomers					
Partn Sho	Specific End-Cust er Location : ow All End Customer Co	omers N/A mpany Name			Address		
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Select the user to whom you want to assign access, by searching on their Name, Email or Cisco.com ID. These auto-suggest fields will display the matching users as you start entering into any of the fields.

Olaco Del Vicea Accesa	manay
CASTLE PINES CAPITAL LLC	_

					entering either their name, email or e end-customer contract is associated
	the displayed list of cu				
Service Program:	Partner Support Ser	rvice 👻	Service Role :	Partner Administrator	More info
Select Employee					
Employee Name:	Joe User	•			
User ID :	joeyusser10	•			
Email :	joeyusser10@gmai	il.com 👻			
Select if All End-Custo dentify specific End C		the specified user,			tomers option and Submit. Otherwise, ner contract is associated, and then
dentify specific End C thoose from the displ All End-Custome Specific End-Cus	ustomers to assign to t ayed list of customer n rs tomers	the specified user,			
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The Partner Location field is used to specify the Partner Location for which the End Customer companies are to be displayed in the search results grid. Click on the "Submit" button to initiate search for all Partner locations of the entitled partner company which will be listed in a new pop-up window. Selecting more than one Partner location can cause the response time for the search to list the End Customer companies to be much longer.

CASTLE PINES CAPIT	Access Management TAL LLC Dustomer	
	Partner Location X	
To assign ac Cisco.com lo	Choose the Partner Location to which the end-customer contract is associated. Selecting more than one Partner Location could cause a significant delay in processing. To improve performance, limit your search to a single Partner Location. email or associated,	
and then cho	✓ Partner Name Partner Location	
Service Pro	CASTLE PINES CAPITAL LLC 116 INVERNESS DR E - #375,ENGLEWOOD,CO,US	
User ID : Email :		
End Custo	OK Cancel	
identify specifi	nd-Customers or Specific End-Customers are to be assigned. For All End-Customers, select All End-Customers option and Submit. Otherwise, to fic End Customers to assign to the specified user, first select the Partner Location to which the end customer contract is associated, and then the displayed list of customer names.	
O All End	d-Customers	

The "Filter" button could be used to narrow down the search parameters by entering the country which is a mandatory field, and any additional fields like customer name, state, city and/or address.

Cisco Services Access	Management
CASTLE DINES CADITAL LLC	5

artner End Customer Current Assignments New Assignment Service Program and Role To assign access for one of your partner employees, Cisco.com Id. To identify the end customers for which and then choose from the displayed list of customer of service Program: Partner Support Service Select Employee Employee Name: Joe User	n they will have acc names.			
Service Program and Role To assign access for one of your partner employees, Cisco.com Id. To identify the end customers for which and then choose from the displayed list of customer Service Program: Partner Support Service Select Employee Employee Name: Joe User	n they will have acc names.	cess, first select th	he Partner Location to which the er	nd-customer contract is associated,
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Select Employee Employee Name: Joe User	▼ S	ervice Role :	Partner Administrator	More info
Employee Name: Joe User	Ŧ			
Employee Name: Joe User	Ŧ			
	*			
User ID : joeyusser10	-			
Email : joeyusser10@gmail.com	•			
End Customer				
Select if All End-Customers or Specific End-Custome	ars are to be assig	ned For All End-(Customers, select All End-Custom	pers ontion and Submit Otherwise t
identify specific End Customers to assign to the spec choose from the displayed list of customer names.				
-				
 All End-Customers Specific End-Customers 				
Partner Location : CASTLE PINES CAPITAL LLC	Select Partner Loca	ations		

Customer Name	End Customer Company Nar	ne Address
		No Active filters or Click on Show All button to display records
* Country		
*		
Address 1		
Address 2		
City		
State		
*		
OK Clear		
	0 items	

ner	End Customer		
ler	End Customer		
Curren	t Assignments	New Assignment	
Ser	vice Program ar	nd Role	
Cisc	co.com Id. To identi	ne of your partner employees, select the service program and role, and specify the employee by entering either th fy the end customers for which they will have access, first select the Partner Location to which the end-customer the displayed list of customer names.	
Se	ervice Program:	Partner Support Service v Service Role : Partner Administrator v More info	
	mployee Name: ser ID :	Joe User v joeyusser10 v	
Er	mail :	joeyusser10@gmail.com 👻	
Sele	tify specific End Cu	mers or Specific End-Customers are to be assigned. For All End-Customers, select All End-Customers option an istomers to assign to the specified user, first select the Partner Location to which the end customer contract is as iyed list of customer names.	
	All End-Custom		
	Specific End-Cu	Istomers	
	Specific End-Cu		
(Select Partner Locations	

	Show All	
Y	End Customer Company Name	Address
	HENRY FORD COMMUNITY COLLEGE	5101 EVERGREEN DEARBORN MI US
	SENTINEL TECHNOLOGIES INC	2550 WARRENVILLE ROAD DOWNERS GROVE IL US
	NEW TRIER TOWNSHIP HIGH SCHOOL DISTRICT 203	385 WINNETKA AVENUE WINNETKA IL US
	ADVANCE TRADING	1619 COMMERCE PARKWAY BLOOMINGTON IL US
	ILLINOIS COLLEGE OF OPTOMETRY	3241 SOUTH MICHIGAN AVENUE CHICAGO IL US
	DOT FOODS INC	ROUTE 99 SOUTH MOUNT STERLING IL US
	DOT FOODS INC	2200 NICKERSON DRIVE MODESTO CA US
	DOT FOODS INC	16650 CHESTERFIELD GROVE ROAD CHESTERFIELD MO US
	DOT FOODS INC	16301 ELLIOTT PARKWAY WILLIAMSPORT MD US
	DOT FOODS INC	1120 WEST NORTH STREET VIDALIA GA US
_	10 of 600 items ubmit	H 4 1 2 3 4 5 6 7 ▶ H

To search and list *all* the End Customers for the selected Partner location, do not select any Filter condition, or if it was selected earlier, click on "Clear Filter" button, then click on the "Go" button.

Select which customers are to be assigned from the search results displayed, and click on "Submit".

tner	End Customer				
Current	Assignments	New Assignment			
Serv	vice Program an	id Role			
Cisco	o.com Id. To identif		will have access, first select		y entering either their name, email or the end-customer contract is associate
	rvice Program:	Partner Support Service	Service Role :	Partner Administrator	✓ More info
Sele	ct Employee				
Em	nployee Name:	Joe User 🔹			
Us	er ID :	joeyusser10 👻			
Em	nail :	joeyusser10@gmail.com 👻			
End	Customer				
Enu	Customer				

- O All End-Customers
- Specific End-Customers

Partner Location : CASTLE PINES CAPITAL LLC Select Partner Locations...

Show All

End Customer Company Name	Address
HENRY FORD COMMUNITY COLLEGE	5101 EVERGREEN DEARBORN MI US
NTN USA CORPORATION	1600 EAST BISHOP COURT MOUNT PROSPECT IL US
SENTINEL TECHNOLOGIES INC	2550 WARRENVILLE ROAD DOWNERS GROVE IL US
NEW TRIER TOWNSHIP HIGH SCHOOL DISTRICT 203	385 WINNETKA AVENUE WINNETKA IL US
ADVANCE TRADING	1619 COMMERCE PARKWAY BLOOMINGTON IL US
TYNDALE HOUSE PUBLISHERS	351 EXECUTIVE DRIVE CAROL STREAM IL US
ILLINOIS COLLEGE OF OPTOMETRY	3241 SOUTH MICHIGAN AVENUE CHICAGO IL US
DOT FOODS INC	ROUTE 99 SOUTH MOUNT STERLING IL US
DOT FOODS INC	2200 NICKERSON DRIVE MODESTO CA US
DOT FOODS INC	16650 CHESTERFIELD GROVE ROAD CHESTERFIELD MO US
	HENRY FORD COMMUNITY COLLEGE NTN USA CORPORATION SENTINEL TECHNOLOGIES INC NEW TRIER TOWNSHIP HIGH SCHOOL DISTRICT 203 ADVANCE TRADING TYNDALE HOUSE PUBLISHERS ILLINOIS COLLEGE OF OPTOMETRY DOT FOODS INC DOT FOODS INC

1 - 10 of 602 items

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Submit

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Submit	1 - 10 of 602 items		H + 1 2 3 4 5 6	7 F H
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on "OK" to confirm assignment per what is listed. A pop-up message with the Request Id# will be displayed.

tner End Custome	r 📃 🔍	and you will receive an email the request is processed.	en submitted notification once
urrent Assignments	New Assignment		
Service Program a	and Role	OK	
Cisco.com Id. To iden		ney will have access, first select the	and specify the employee by entering either their name, email or Partner Location to which the end-customer contract is associated
Service Program:	Partner Support Service	Service Role :	Partner Administrator
Select Employee			
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User ID :	joeyusser10	Processing	
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Select if All End-Custo identify specific End C			ustomers, select All End-Customers option and Submit. Otherwise, ation to which the end customer contract is associated, and then
All End-Custon	ners		
All End-Custon			

Click "OK". This will initiate a search automatically based on the same parameters that were specified before the assignment request was submitted. The customer assignments that have already been submitted for assignment will no longer be listed in the New Assignment Tab search results and instead will appear in the Partner-Current tab with a status of "Processing" if the processing is going-on, or it will have a status of "Active" if the processing is completed successfully.

Cisco Services Access Management CASTLE PINES CAPITAL LLC

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11913	t Assignments	New Assignment					
Serv	ice Program an	d Role					
isco	.com Id (optional)	for your partner employee(s), and/or the end-customer cor r(s) and click "Remove".					
Ser	rvice Program :	Partner Support Service	٠	* Service Role :	Partner Administrator	• More is	nfo
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Nar	me:	Joe User	*	Company Name	E	*	
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_	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Compar ART VAN FURNITURE AVON RUBBER PLASTI CENTRAL NEW MEXICO FINANCIAL MANAGEME ILLINOIS COLLEGE OF KANKAKEE SCHOOL D	ICS INC O COMMUNIT INT SYSTEMS OPTOMETRY ISTRICT 111	14 Mil 1369 Y COLLEGE 525 B 5 1000 7 3241 240 V	LLER DR - 6500, WARREN, M BRASS MILL RD - STE A BEI IUENA VISTA DR SE ALBUQI E WOODFIELD RD, SCHAUM S MICHIGAN AVE - STE 1, CH	LCAMP,MD,US JERQUE,NM,US IBURGJIL,US IICAGO,IL,US US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
_	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Compar ART VAN FURNITURE AVON RUBBER PLASTI CENTRAL NEW MEXICO FINANCIAL MANAGEME ILLINOIS COLLEGE OF KANKAKEE SCHOOL D NEW TRIER TOWNSHIP	ny Name ICS INC O COMMUNIT SYT SYSTEMS OPTOMETRY IISTRICT 111 P HIGH SCHO	14 Mil 1369 Y COLLEGE 525 B 5 1000 7 3241 240 W DOL DISTRICT 385 W	LLER DR - 6500, WARREN, M BRASS MILL RD - STE A BEI IUENA VISTA DR SE ALBUOI E WOODFIELD RD, SCHAUM S MICHIGAN AVE - STE 1, CH (ARREN AVE KANKAKEE IL)	CAMP.MD.US DERQUE.NM.US IBURG.IL.US IICAGO.IL.US US INETKAJL.US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
_	earch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Compar ART VAN FURNITURE AVON RUBBER PLASTI CENTRAL NEW MEXICO FINANCIAL MANAGEME ILLINOIS COLLEGE OF KANKAKEE SCHOOL D NEW TRIER TOWNSHIP 203	ny Name ICS INC O COMMUNIT SYSTEMS OPTOMETRY IISTRICT 111 P HIGH SCHO E SINGER MAI	14 Mil 1369 Y COLLEGE 525 B 3 1000 7 3241 240 W DOL DISTRICT 385 W HONEY 233 S	LLER DR - 6500, WARREN, M BRASS MILL RD - STE ABEL UENA VISTA DR SE, ALBUOU E WOODFIELD RD, SCHAUM S MICHIGAN AVE - STE 1, CH VARREN AVE KANKAKEE, ILL VINNETKA AVE - RM 422, WIN	CAMP.MD.US DERQUE.NM.US IBURG.IL.US IICAGO.IL.US US INETKAJL.US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE
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	earch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Compar ART VAN FURNITURE AVON RUBBER PLASTI CENTRAL NEW MEXICO FINANCIAL MANAGEME ILLINOIS COLLEGE OF KANKAKEE SCHOOL D NEW TRIER TOWNSHIP 203 SEGAL MCCAMBRIDGE SOUTHWEST AIRLINES	ny Name ICS INC O COMMUNIT SYSTEMS OPTOMETRY IISTRICT 111 P HIGH SCHC E SINGER MAY S CO	14 Mil 1369 Y COLLEGE 525 B 3 1000 7 3241 240 W DOL DISTRICT 385 W HONEY 233 S 2425	LLER DR - 6500, WARREN, M BRASS MILL RD - STE A BEL UENA VISTA DR SE, ALBUOU E WOODFIELD RD, SCHAUM S MICHIGAN AVE - STE 1, CH VARREN AVE, KANKAKEE, IL, I VINNETKA AVE - RM 422, WIN WACKER DR - STE 5500, CH WYMAN ST, DALLAS, TX, US	CAMP MD.US JERQUE NM.US IBURG.IL.US IICAGO.IL.US US INETKAJL.US HICAGO.IL.US	ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE ACTIVE

urrent	t Assignments	New Assignment			
Servi	ice Program ar	nd Role			
Cisco.	.com Id (optional)	for your partner employee(s), select ; and/or the end-customer company i vr(s) and click "Remove".			ering either their name, email Id or e existing end-customer assignments,
* Sen	vice Program :	Partner Support Service 👻	* Service Role :	Partner Administrator	➡ More info
Sear	ch Service Rol	e Assignments			
Nan		Joe User 🗸	Company Name:		v
Ema	ail :	joeyusser10@gmail.com 👻			
Cis	co.com ID:	joeyusser10 👻			
Cis	co.com ID:	joeyusser10 👻			
	co.com ID: earch	joeyusser10 🔻			
			e Address		Status
Se	earch			R DR - 6500,WARREN,MI,U	
Se	earch Employee Name	End Customer Company Nam	14 MILLE		JS ACTIVE
Se	earch Employee Name Pss Part	End Customer Company Nam ART VAN FURNITURE	14 MILLE 2 1369 BR	R DR - 6500,WARREN,MI,U	ACTIVE AMP,MD,US ACTIVE
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Se	Employee Name Pss Part Pss Part Pss Part	End Customer Company Nam ART VAN FURNITURE AVON RUBBER PLASTICS INC CENTRAL NEW MEXICO COM	14 MILLE 31369 BR MUNITY COLLEGE 525 BUE STEMS 1000 E V	R DR - 6500,WARREN,MI,U ASS MILL RD - STE A,BELC NA VISTA DR SE,ALBUQUE	AMP,MD,US ACTIVE AMP,MD,US ACTIVE RQUE,NM,US ACTIVE URG,IL,US ACTIVE
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Se	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Nam ART VAN FURNITURE AVON RUBBER PLASTICS INC CENTRAL NEW MEXICO COM FINANCIAL MANAGEMENT SYS ILLINOIS COLLEGE OF OPTOP	14 MILLE 1369 BR MUNITY COLLEGE 525 BUE STEMS 1000 E V METRY 3241 S N T111 240 WAR	R DR - 6500,WARREN,MI,L ASS MILL RD - STE A,BELC NA VISTA DR SE,ALBUQUE VOODFIELD RD,SCHAUMBI IICHIGAN AVE - STE 1,CHIC REN AVE,KANKAKEE,IL,US	AMP,MD,US ACTIVE AMP,MD,US ACTIVE RQUE,NM,US ACTIVE URG,IL,US ACTIVE CAGO,IL,US ACTIVE
	Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Nam ART VAN FURNITURE AVON RUBBER PLASTICS INC CENTRAL NEW MEXICO COM FINANCIAL MANAGEMENT SYS ILLINOIS COLLEGE OF OPTOI KANKAKEE SCHOOL DISTRIC NEW TRIER TOWNSHIP HIGH	14 MILLE 1369 BR MUNITY COLLEGE 525 BUE STEMS 1000 E V METRY 3241 S N T 111 240 WAR SCHOOL DISTRICT 385 WIN	R DR - 6500,WARREN,MI,L ASS MILL RD - STE A,BELC NA VISTA DR SE,ALBUQUE VOODFIELD RD,SCHAUMBI IICHIGAN AVE - STE 1,CHIC REN AVE,KANKAKEE,IL,US	ACTIVE AMP,MD,US ACTIVE IRQUE,NM,US ACTIVE URG,IL,US ACTIVE ACTIVE CAGO,IL,US ACTIVE CACTIVE CACTIVE
	earch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Nam ART VAN FURNITURE AVON RUBBER PLASTICS INC CENTRAL NEW MEXICO COM FINANCIAL MANAGEMENT SYS ILLINOIS COLLEGE OF OPTOI KANKAKEE SCHOOL DISTRIC NEW TRIER TOWNSHIP HIGH 203	14 MILLE 1369 BR MUNITY COLLEGE 525 BUE STEMS 1000 E V WETRY 3241 S N T 111 240 WAR SCHOOL DISTRICT 385 WIN ER MAHONEY 233 S W/	R DR - 6500,WARREN,MI,L ASS MILL RD - STE A,BELC NA VISTA DR SE,ALBUQUE VOODFIELD RD,SCHAUMBI IICHIGAN AVE - STE 1,CHIC IREN AVE,KANKAKEE,IL,US NETKA AVE - RM 422,WINN	ACTIVE AMP,MD,US ACTIVE IRQUE,NM,US ACTIVE URG,IL,US ACTIVE ACTIVE CAGO,IL,US ACTIVE CACTIVE CACTIVE
	earch Employee Name Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part Pss Part	End Customer Company Nam ART VAN FURNITURE AVON RUBBER PLASTICS INC CENTRAL NEW MEXICO COM FINANCIAL MANAGEMENT SYS ILLINOIS COLLEGE OF OPTOI KANKAKEE SCHOOL DISTRIC NEW TRIER TOWNSHIP HIGH 203 SEGAL MCCAMBRIDGE SINGE	14 MILLE 1369 BR MUNITY COLLEGE 525 BUE STEMS 1000 E V WETRY 3241 S N T111 240 WAF SCHOOL DISTRICT 385 WIN ER MAHONEY 233 S W/ 2425 WY 2425 WY	R DR - 6500,WARREN,MI,L ASS MILL RD - STE A,BELC NA VISTA DR SE,ALBUQUE VOODFIELD RD,SCHAUMBI IICHIGAN AVE - STE 1,CHIC IREN AVE,KANKAKEE,IL,US NETKA AVE - RM 422,WINN ACKER DR - STE 5500,CHI	AMP,MD,US ACTIVE AMP,MD,US ACTIVE IRQUE,NM,US ACTIVE URG,IL,US ACTIVE SAGO,IL,US ACTIVE ETKA,IL,US ACTIVE CAGO,IL,US ACTIVE CAGO,IL,US ACTIVE

End-Customer - New Assignment Tab

A Partner administrator can assign access to a user at one of their End-Customer companies using the End-Customer - New Assignment Tab.

Select the Service Program and Service Role from the drop-down list. Click on the "More info" link to display the description of the Service Role.

Cisco Services Access Management

artner	End Customer					
Current	t Assignments	New Assignment				
Serv	ice Program a	nd Role				
Cisco	.com ID and Ema		rrect end-cus	tomer company, first se	program and role. Select the end-customer employee by entering the lect the Partner Location to which their end-customer contract is	neir
Ser	vice Program :	Partner Support Service	Ŧ	Service Role :	End Customer User More info	
	loyee And Part er Name :	Select				
	er Name : tner Location :	N/A				
S	how All					
7	End Customer (Company Name		Address		
		1	No Active filter	s or Click on Show All b	utton to display records	

Specify the End-Customer employee by clicking on the Select button. In the pop-up window, identify the End-Customer employee by entering their User ID (Cisco.com ID) and Email address, then click "OK".

	r				
urrent Assignments	New Assignment				
Service Program a	and Role				
Cisco.com ID and Em		rect end-custom	er company, first se		ne end-customer employee by entering their which their end-customer contract is
Service Program :	Partner Support Service	*	Service Role :	End Customer User	More info
Caralanaa Aad Dar					
Employee And Par		_	_		
User Name :	Select	Select Em	ployee Name	×	
Oser Name .			Ĩ	0	
Partner Location :	N/A	*UserID :	ł	· · · · · · · · · · · · · · · · · · ·	
	N/A	* User ID : * Email :			
Partner Location :					
Partner Location :	Company Name	*Email:	Cancel		
Partner Location :		*Email:		ts	

If the User ID and email address are valid, the specified End-Customer User is selected, the pop-up window is closed and the User Name, Job Title and Address is displayed for confirmation.

	omer					
urrent Assignme	New Assignm	ent				
Service Progra	im and Role					
Cisco.com ID an		n to the correct end-	customer company, first		he end-customer employee by entering which their end-customer contract is	their
Service Progra	m : Partner Suppo	t Service 🔹 👻	Service Role :	End Customer User	wore info	
Employee And	Partner Location					
User Name :	Joe User;	ane, San Jose, CAL		Select		
	Joe User; 1313 Antwerp L 95118			Select		
User Name :	Joe User; 1313 Antwerp L 95118			Select		
User Name : Partner Locatio	Joe User; 1313 Antwerp L 95118			Select		

Partner's End Customer companies are logically grouped by the Partner company locations (Bill-To-IDs) on the service contracts. Click "Select" to display and choose from the list of your partner locations.

CASTLE PINES CAPIT	s Access Management TAL LLC ustomer		
Current Assignm	nents New Assignment		
Service Prog	gram and Role		
Cisco.com ID	and Email. To assign them to the correct	oyees, select the desired service program and role. Select the end-customer employee by entering their t end-customer company, first select the Partner Location to which their end-customer contract is	
associated, ar	Partner Location	×	
Service Pro		he end-customer contract is associated. Selecting more than one Partner Location could). To improve performance, limit your search to a single Partner Location.	
Employee A	Partner Name	Partner Location	
	CASTLE PINES CAPITAL LLC	116 INVERNESS DR E - #375,ENGLEWOOD,CO,US	
User Name			
Partner Loc			
Show All			
End Cu			
	OK Cancel		

Note: Selecting multiple Partner company locations may dramatically increase the number of corresponding End Customer companies that will then be displayed, which will adversely affect system response time.

	tomer				
urrent Assignme	nts New Assignment				
Service Progr	am and Role				
Cisco.com ID ar		prrect end-custor	ner company, first sel		end-customer employee by entering th nich their end-customer contract is
Service Progra	m : Partner Support Service	•	Service Role :	End Customer User	▼ More info
	Joe User; 1313 Antwerp Lane, San .	Jose, CALIFORN	IA, US -	ect	
User Name :	95118				
User Name : Partner Locati	95118	LLC Select Partr	er Locations		
	95118	LLC Select Partr	er Locations		
Partner Locati	95118	LLC Select Partr	Address		

99

CASTLE PINE	ES CAPITAL LLC
Partner	End Customer

ent Assignments	New Assignment	
ervice Program a	and Role	
co.com ID and Em		lect the desired service program and role. Select the end-customer employee by entering their omer company, first select the Partner Location to which their end-customer contract is names.
Service Program :	Partner Support Service 🔹	Service Role : End Customer User More info
nployee And Pa	tner Location	
Jser Name :	Joe User; 1313 Antwerp Lane, San Jose, CALIFORI 95118	NIA, US -
User Name : Partner Location :	1313 Antwerp Lane, San Jose, CALIFORI	NIA, US -
	1313 Antwerp Lane, San Jose, CALIFOR 95118	NIA, US -
	1313 Antwerp Lane, San Jose, CALIFOR 95118	NIA, US -
Partner Location :	1313 Antwerp Lane, San Jose, CALIFOR 95118	NIA, US -
Partner Location : Show All End Customer	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par	NIA, US - ther Locations
Partner Location : Show All End Customer	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE	NIA, US - ther Locations Address
Partner Location : Show All End Customer HENRY FORD NTN USA COR	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION PORATION PORATION PORATION PORATION PORATION PORATION 2010 DISTRICT 203	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US 2550 WARRENVILLE ROAD DOWNERS GROVE IL US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC NEW TRIER TO ADVANCE TRA	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION PORATION PORATION PORATION PORATION PORATION PORATION 2010 DISTRICT 203	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US 2550 WARRENVILLE ROAD DOWNERS GROVE IL US 385 WINNETKA AVENUE WINNETKA IL US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC NEW TRIER TO ADVANCE TRA TYNDALE HOU	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION PHNOLOGIES INC WNSHIP HIGH SCHOOL DISTRICT 203 DING	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US 2550 WARRENVILLE ROAD DOWNERS GROVE IL US 385 WINNETKA AVENUE WINNETKA IL US 1619 COMMERCE PARKWAY BLOOMINGTON IL US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC NEW TRIER TO ADVANCE TRA TYNDALE HOU	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION PHOLOGIES INC WINSHIP HIGH SCHOOL DISTRICT 203 DING SE PUBLISHERS EGE OF OPTOMETRY	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US 2550 WARRENVILLE ROAD DOWNERS GROVE IL US 385 WINNETKA AVENUE WINNETKA IL US 1619 COMMERCE PARKWAY BLOOMINGTON IL US 351 EXECUTIVE DRIVE CAROL STREAM IL US
Partner Location : Show All End Customer HENRY FORD NTN USA COR SENTINEL TEC NEW TRIER TO ADVANCE TRA TYNDALE HOU ILLINOIS COLL	1313 Antwerp Lane, San Jose, CALIFORI 95118 CASTLE PINES CAPITAL LLC Select Par Company Name COMMUNITY COLLEGE PORATION HNOLOGIES INC WINSHIP HIGH SCHOOL DISTRICT 203 DING SE PUBLISHERS EGE OF OPTOMETRY IC	NIA, US - ther Locations Address 5101 EVERGREEN DEARBORN MI US 1600 EAST BISHOP COURT MOUNT PROSPECT IL US 2550 WARRENVILLE ROAD DOWNERS GROVE IL US 385 WINNETKA AVENUE WINNETKA IL US 1619 COMMERCE PARKWAY BLOOMINGTON IL US 351 EXECUTIVE DRIVE CAROL STREAM IL US 3241 SOUTH MICHIGAN AVENUE CHICAGO IL US

Click the "Submit" button to display all End Customer companies for the selected Partner location, or use the optional "Filter" button to narrow the search results based on End Customer company name and location. Note that any company filter search must include the country, and can optionally include customer name, state, city or street address.

er End Custor	ner			
urrent Assignments	New Assignment			
isco.com ID and E	or one of your end-customer's	correct end-customer company, first s	ce program and role. Select the end-cu select the Partner Location to which the	
Service Program	Partner Support Service	▼ Service Role :	End Customer User 🔹	More info
mployee And F	Partner Location			
User Name :	Joe User; 1313 Antwerp Lane, Sar 95118	Jose, CALIFORNIA, US -	elect	
Partner Location	CASTLE PINES CAPITAI	LLC Select Partner Locations		
Show All				
End Custom	er Company Name	Address		
	D COMMUNITY COLLEGE		EN DEARBORN MI US	
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	TOWNSHIP HIGH SCHOOL [VENUE WINNETKA IL US	
ADVANCE T			E PARKWAY BLOOMINGTON IL US	
	OUSE PUBLISHERS	351 EXECUTIVE	DRIVE CAROL STREAM IL US	
ILLINOIS CO	LLEGE OF OPTOMETRY	3241 SOUTH MIC	CHIGAN AVENUE CHICAGO IL US	
DOT FOODS			'H MOUNT STERLING IL US	
DOT FOODS	INC	2200 NICKERSO	N DRIVE MODESTO CA US	
DOT FOODS	INC	16650 CHESTER	FIELD GROVE ROAD CHESTERFIELD) MO US
1 - 10 of 602 item: Submit	3		н	4 1 2 3 4 5 6 7 ▶ ₩

Select the user's end customer company, and click "Submit". In the confirmation pop-up, click "OK" to initiate the back end process request. A pop-up message with the Request Id# will be displayed.

seriva	ame : 1313 Antwerp Lane, San Jose, CA 95118	LIFUKNIA, US -	
artner I	Location : CASTLE PINES CAPITAL LLC Sel	ect Partner Locations	
Show	Ali		
End	d Customer Company Name	Address	
HEN	VRY FORD COMMUNITY COLLEGE	5101 EVERGREEN DEARBORN MI US	
NTN	N USA CORPORATION	1600 EAST BISHOP COURT MOUNT PROSPECT IL US	
SEN	NTINEL TECHNOLOGIES INC	2550 WARRENVILLE ROAD DOWNERS GROVE IL US	
NE\ AD\	Assign joeyusser10 as End Custom	er User for the following customers?	×
ILLI	Company Mama	Address	
DOT	HENRY FORD COMMUNITY COLLEGE	5101 EVERGREEN DEARBORN MI US	
DOT			
DO			
- 10 of	OK Cancel		4567 × N
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er	End Custome		Your request id# 5923 ha and you will receive an er the request is processed	mail notification once	
ırren	t Assignments	New Assignment	02		
Serv	/ice Program a	ind Role	OK		
Cisco	o.com ID and Em	one of your end-customer's employe ail. To assign them to the correct end choose from the displayed list of cus	d-customer company, first se		e end-customer employee by entering their /hich their end-customer contract is
Sei	rvice Program :	Partner Support Service 🔹	Service Role :	End Customer User	More info
Us	er Name :	Joe User; 1313 Antwerp Lane, San Jose, CA		elect	
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Pai	rther Location : Show All End Customer HENRY FORD (NTN USA CORI SENTINEL TEC	1313 Antwerp Lane, San Jose, CA 95118 CASTLE PINES CAPITAL LLC S Company Name COMMUNITY COLLEGE PORATION	Address 5101 EVERGREEN 1600 EAST BISHO 2550 WARRENVIL	N DEARBORN MI US	
Pai	rther Location : Show All End Customer HENRY FORD (NTN USA CORI SENTINEL TEC	1313 Antwerp Lane, San Jose, CA 95118 CASTLE PINES CAPITAL LLC S Company Name COMMUNITY COLLEGE PORATION HNOLOGIES INC WNSHIP HIGH SCHOOL DISTRICT	Address 5101 EVERGREEN 1600 EAST BISHO 2550 WARRENVIL 203 385 WINNETKA AV	N DEARBORN MI US P COURT MOUNT PROSPEC LLE ROAD DOWNERS GROVI	EILUS
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Click "OK". A search will be automatically initiated based on the same parameters selected before the assignment. The customer assignments that have been submitted for assignment will no longer be listed in the New Assignment Tab search results and instead should now appear in the End-Customer-Current tab. If the processing is not completed, the status is displayed as "Processing", and after completion of processing, status is updated to "Active".

End Overteene				
ther End Customer				
urrent Assignments	New Assignment			
Service Program ar	id Role			
		oyee(s), select the service program a and click "Search". To remove one or		
* Service Program :	Partner Support Service	▼ Service Role :	End Customer User 👻	More Info
User ID:	joeyusser10	 Company Name : 	Ŧ	
Search				
Search Employee Name	Company Name	Add	ress	Status
	Company Name	Add	ress	Status PROCESSING
Employee Name	Company Name	Addi	ress	

End-Customer – Current Tab

As a Partner Administrator, use the End-Customer–Current tab to view or remove existing Customer role assignments to your End-Customer companies.

Cisco Services Acce CASTLE PINES CAPITAL LLC	ss Management
Partner End Customer	
Current Assignments	New Assignment
Service Program ar	nd Role
To view existing access	for your end-customer employee(s), select the service program and role, specify the employee by entering their Cisco.com Id (optional); er company name (optional) and click "Search". To remove one or more existing end-customer assignments, select the end-customer(s)
* Service Program :	▼ * Service Role : ▼
Search Service Rol User ID: Search	e Assignments Company Name :
	Click on Search button To Fetch Data
Remove	

Select the Service Program and Service Role from the drop-down list values. Click on the "more info" link to display the description of the Service Role selected.

You may choose to search either by User ID or by End Customer Name. By typing in either field, the system will display an auto-suggest of the matching Cisco.com IDs or End Customer Company Names for which customer user role assignments have previously been made.

Cisco Services Access Management CASTLE PINES CAPITAL LLC

-AS	ILE PINE	3 CAPITAL LLC			
Pa	artner	End Customer			
	Current	Assignments	New Assignment		
	Servio	ce Program an	id Role		
	and/or				d role, specify the employee by entering their Cisco.com Id (optional); nore existing end-customer assignments, select the end-customer(s)
	* Serv	ice Program :	Partner Support Service 🔹	* Service Role :	End Customer User
	Use		e Assignments joeyusser10 ▼ joeyusser10 srinivna	Company Name :	T
				Click on Search button To F	etch Data
	Ren	nove			

After selecting the User ID or Company Name, click the search button.

Cisco Services Access Management

TLE PINE	S CAPITAL LLC						
rtner	End Customer						
Current	Assignments	New Assignment					
Servio	ce Program an	d Role					
To viev and/or	w existing access	for your end-customer emp) their Cisco.com Id (optional) ts, select the end-customer(s
* Servi	vice Program :	Partner Support Service	•	* Service Role :	End Customer User	Ţ Mor	re Info
Searc	ch Service Role	e Assignments					
Searc User		e Assignments joeyusser10	Ŧ	Company Name :	HENRY FORD COMMUNITY	Y COLLEG	E 🔹
User		-	Ŧ	Company Name :	HENRY FORD COMMUNITY	Y COLLEG	E 🔻
User Sea	r ID:	-	¥	Company Name : Addre		Y COLLEG	E 🔹
User Sea	arch	joeyusser10	¥			YCOLLEG	

Remove Customer Role Assignments for an End-Customer User

To remove an End Customer role assignment, select the record displayed in the search results, and click "Submit".

A confirmation Pop-up is displayed. Click "OK" to delete the End Customer user role assignment, or click "Cancel".

Current Assign	ustomer ments	New Assignment					
Service Pro	gram a	nd Role					
	d-custom	s for your end-customer emp er company name (optional)					
* Service Pro	gram :	Partner Support Service	¥	* Service Role :	End Customer User	🚽 More Info	
	Confi	rm Removal of Role: Ei	nd Custome	e <mark>r User for fo</mark> llowi	ng users:		×
Search Ser	Emplo	oyee Name	Company	Name	Address		_
User ID:	Joe Us	ser	HENRY FO	RD COMMUNITY	5101 EVERGREEN RD	,DEARBORN,MI,US	
Search							
Employ Joe Us							ESSING
1 - 1 of 1 iter							1 F F
	C	Cancel					

A pop-up message with the Request Id# will be displayed, as illustrated below.

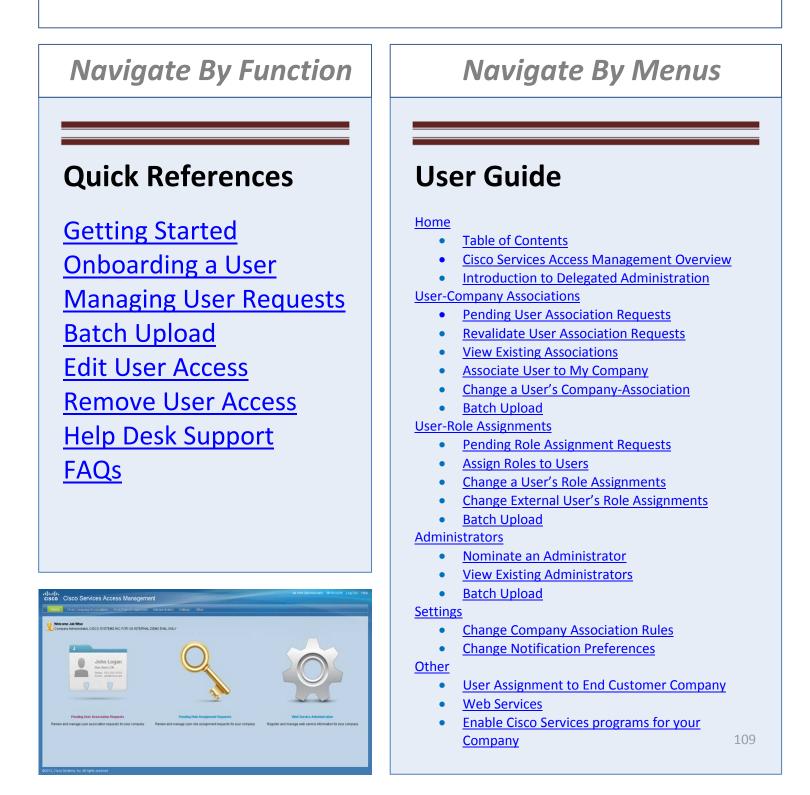
		ОК	
To view existing access fo		OK	
To view existing access fo			
		ct the service program and role, specify the employee b	wantaring their Cisco com Id (optional)
and click "Remove".		irch". To remove one or more existing end-customer as	
* Service Program :	Partner Support Service 🚽	Service Role : End Customer User	Wore Info
Search Service Role	Accianmente		
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User ID: j	oeyusser10 👻	Company Name :	v
		The second se	
Search			
Employee Name	Company Name	Address	Status
Linhioyee Marine			internet internet and a second s
Joe User	HENRY FORD COMMUNITY COLLEG	E 5101 EVERGREEN RD, DEARBORN	I,MI,US PROCESSING
	Company Name	Processing Address	Status

Click "OK" to submit the request. A confirmation email with the request # will be sent when the role removal process is complete.

Appendix D: Function-based and Menu-based Quick Reference

Welcome to Cisco Services Access Management

The instructional online help content referenced herein is organized both by function (or task), and on-screen menu option, for the most common Delegated Administrator actions.



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Getting Started

Cisco Services Access Management provides for "partycentric" role-based access to new Cisco Smart Services. Rather than requiring a contract administrator to explicitly add a user to each and every contract in order to receive technical support, party-centric access allows for a company Delegated Administrator (DA) to associate users to their customer or partner "party" (a hierarchical level within your company / organization) and assign them to one or more user roles in order to grant access to the support services to which the company is authorized.

Quick References highlight the most common DA actions, and provide links back to the detailed step-by-step instructions in the online user guide.

This Quick Reference describes the first steps a new company Delegated Administrator should take to get started.

- Accept Your DA Nomination During First Login
- Establish Your Company and Administrator Settings
- Nominate a Backup Delegated Administrator
- Assign Access Roles to Yourself

Accept Your Delegated Administrator Nomination During First Login

As a nominated DA, you received email notification that your Cisco account has been associated to your company, and that you have been nominated to become the Delegated Administrator for your company. Using a link in that email, the first time you log in to Cisco Services Access Management, you must view and then accept the terms & conditions. If you want to pass this responsibility on to someone else in your organization, you must first accept, and then nominate the other person.

cisco Services Access Management	Log Out		t" button below, you are acknowledging that you have read and agree to the "Cisco Service Access Management " (above), in its entirety, and are committing your organization to this Agreement. You are also certifying to Cisco that
Pending Legal Agreement Welcome to CSAM Adam Strader ! The Cisco Services Access Management application requires that you accept the legal terms and agreements		the authority to commit you	mit your organization to this Agreement. If you do not agree to all of the terms of this Agreement, or if you do not have ur organization, you should click the "Decline" button below. You and your organization will have no rights or eement unless and until you click the "Accept" button.
Please click on the "Review Legal Agreement" link below to: - Review the legal agreement	(Electronic Signature First Name	Adam
- Accept or decline the agreement once review		Last Name Company *	Strader Verizon
Once you have accepted the Legal Agreement, you will have access to Cisco Services Access Management applica	tion.	CCO ID Email Id	adamstrader99 adamstrader99@yahoo.com
Entitled Company Administrator Type Action VERIZON COMMUNICATIONS INC Party Administrator Review Legal Agreement	_	Accept Decline	
		Bit 1992, 2009 Cisco Systems Inc. All	_Agreement_Main_6234276_9665440
©2013, Cisco Systems, Inc. All rights reserved.		@ 1992-2009 OSCU SYSTEMS, IIC. All P	nynis i eserveu. <u>Territs a Sanninaus (Erritaan Santinin (Santie Europi</u>) i naderinan <u>s UI USOU SYSTERSIIC</u>

Establish Your Company and Administrator Settings

As the Delegated Administrator, you can define rules that will enable additional users to request association to your company, and how you will be notified to take action. If you prefer to manually perform all user associations yourself, you can skip this step. You can always return to this step, if you want to enable user self-association requests at a later time.

Company Association Rules

From the top "Settings" menu, select "Change Company Association Rules". Initially, there will be no records of any association rules setup for your company. Click the "Create" button to establish new rules for your company party, to allow users to request association based upon:

- Email domain matching
- Shared Company passcode
- Company name and address search

Through the establishment of the Company Settings, the Delegated Administrator can individually allow or not allow, or combine these options, in order to flexibly control the user self-association process.

Administrator Notification Preferences

Each Delegated Administrator can customize how and when they are notified of pending user self-association and role assignment requests. Use the top menus to navigate to "Settings," select "Change Notification Preferences," and

lome	User-Cor	npany Associations	User-Role Assignments	Administrators	Settings	Other		
	Velcome Ada ompany Ada		COMMUNICATIONS INC					
4	No compar	ny settings have b	een created yet					
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1								
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	Serviry same	company location	C only enable locations w	ni actue semiillo (e	Gr company au	constants and p	rasscoussy	

specify whether to receive separate notifications for each request, or a summarized "daily digest."

Nominate a Backup Delegated Administrator

You should nominate at least one additional person at your company to have Delegated Administrator privileges. Depending on the size of your company and the number of users, you may choose to centralize all users and administrators together, or create smaller decentralized groups, according to your company's desired policy or needs.

To nominate an additional administrator, from the "Administrators" menu, select "Nominate an Administrator." Select Company Administrator, enter the user's CCO ID or email address, and select the company location.

Home	User-Company Associations	User-Role Assignments	Administrators	Settings	Other			
	Adcome Adam Strader ompany Administrator, VERIZON (COMMUNICATIONS INC						
Ste	ep 1: Select Administrator Type	Step 2: Nominate Administ	rator Step 3: Sele	et Company	Step 4	Confirmation	i.	
Select	Administrator Type							
Nomir	ate administrator for one or more	of the following administrator	bpes:					
0	Company Administrator							
0	Role Administrator							

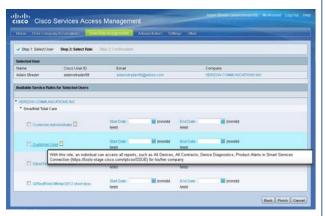
The nominated user will receive an email with a link to log in and accept the Delegated Administrator terms and conditions.

Assign Access Roles to Yourself

The Delegated Administrator role only gives you access to associate users to your company and assign service access roles to users. For you to have access to specific Cisco Business Services, you must assign one or more roles to yourself.

If you need access to functionality for multiple Business Services, you will need to assign a separate role for each Business Service.

For instructions on assigning roles, see the <u>"see Onboarding a User"</u> quick reference



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Onboarding a User

Associate Users to your Company and Assign User Roles

Onboarding a user involves two steps:

- Associate the user to the Company
- Assign one or more roles to the user, for each of the services to which the company is authorized.

This quick reference describes the process of a Delegated Administrator performing all of the onboarding steps. For a summary of the user self-service process, see the "Managing User Requests" quick reference.

Note: In order for a user to be associated, he or she must first register for a Cisco account. You must know either their Cisco login ID or the email address they used when registering.

Associating a User to Your Company

To associate a single user to your company, use the top menus to navigate to "User-Company Association" and select "Associate User to My Company."

Step 1: Select User - Enter the CCO ID or email address of the user that you want to associate to your company, and click "Next."

Step 2: Select Company - Select the company location from the list of existing locations, or search for a specific location, and click "Next."

Step 3: Confirmation - Verify the details of the selection and click "Finish". The user will automatically receive an email confirmation that their Cisco User ID has been associated to your company.

If you want to immediately assign access roles to this newlyassociated user, answer "Yes" to the pop-up.

User-Role Assignments Admir Home User-Company Associations Welcome Jak Wise Company Administrator, CISCO SYSTEMS INC FOR US INTERNAL DEMO E Step 1: Select User Step 2: Select Company Step 3: Confirmation Select User for Company Association Search by Cisco User ID or Email iakwise@cisco.com Select a specific company location to manage access. **Display Company Locations Available** View My Locations Only • UNITED STATES Country Company CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY

Search for a Specific Location

Assigning User Roles

To associate a single user to your company, use the top menu to navigate to "User-Role Assignment" select "Assign Roles to Users."

Step 1: Select User

Choose an option to:

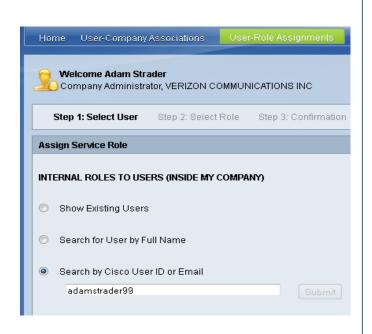
- Display a list of all existing associated users;
- Search for a user by name; or
- Search for a user by CCO ID or email address Click "Next."

Step 2: Select Role

Each available role is grouped by business service and by the authorized company location. Click on the next to the Company Name to display the list of business services. Click on the next to each business service to display the list of available user roles. Hover your mouse over a role to display a more detailed description of the role and its capabilities.

Use the checkboxes to select one or more roles to be assigned to the selected user. If you want the role to not take effect until a future date, or if you want the role assignment to automatically be inactivated on a future date, enter the date in the corresponding field.

Step 3: Confirmation – Click the "Finish" button to complete the role assignment. The user will automatically receive an email notification, informing them that their Cisco ID has been granted the requested role for your company.



co Cisco	Services Acces	s Management				
	any Associations	Role Assignments A	immistrators Set			
Step 1: Select Use	r Step 2: Select Role	Step 3: Confirmation				
lected User						
ame	Cisco User ID	Email			Company	
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ailable Service Role	es for Selected Users					
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* SmartNet Total Ca	are					
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Customer U	Iser 🖸	Start Date :	(mm/dd	End Date :	(mm/dd	
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Managing User Requests

User Party Self-Association and Request for Role Assignment

A user who has <u>registered for a Cisco account</u> can submit a request for company association or request for role assignment via Cisco.com <u>Profile Manager</u>. Requests are directed to the company Delegated Administrator, who approves or denies the requests using Cisco Services Access Management.

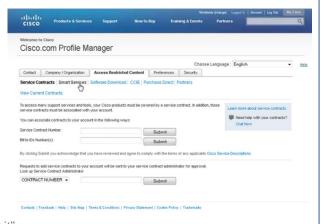
Step 1: User Submits Request Step 2: Delegated Administrator Approves/ Denies

User Submits Request via Cisco.com Profile Manager

On the top banner of each cisco.com page, click the "Account" link to access Profile Manager.

To **request company association**, click on the "Company/ Organization" tab and then "Associate your account with your company." Click on "Request Company Association." Enter your company passcode or company address and click "Submit."

Once their association has been approved, the user can **request role assignment** by navigating to the "Access Restricted Content" tab and clicking on "Smart Services." Use the check boxes to select one or more of your company's Available Roles and click "Submit"



Managing User Requests for Company Association

Manual approval/denial is required if the company settings were set to "Manual Approval Required" (<u>see "Getting</u> <u>Started</u>"). Use the top menus to navigate to "User-Company Associations" and select "Pending User Association Requests" to display a list of all pending requests. Select one or more records and click on "Approve" or "Deny". Company association settings can be set to automatically approve user self-association requests to all locations of the company based on pre-determined email domain and/or company name matching rules (<u>see "Getting Started</u>"). In that case, you will be notified and must manually inactivate any undesired self-associations (<u>see "Remove User Access</u>").

Managing User Requests for Role Assignment

Use the top menus to navigate to "User-Role Assignment" and select "Pending User-Role Assignment" to display list of pending requests. Select one or more records, enter start and/or end dates (optional), then click on "Approve" or "Deny."

cisco Cisco Services Access M	A https://tools-stage.ci	sco.com/CDCEB/association.do?action=editSelectedAssociation
Home User-Company Associations User Rol	() The associations	have been successfully approved and an email has been sent to below users
Welcome Adam Strader	Name	Company to Associated With
Company Administrator, VERIZON COMMUNICATIO	Annie Yusser	VERIZON COMMUNICATIONS INC
View My Locations Only Pending User Association Requests Filter: Cisco User ID Go		
V Name 🔺 Cisco User ID 🔺 Email		
Annie Yusser annieyusser99 annieyusse		
Approve Deny		

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Batch Upload

Association, Assignment & Nomination

Instead of performing User-to-Company associations individually, you can associate multiple users through a batch upload, using a provided spreadsheet template. This feature may be especially useful to on-board or migrate users from another system or user repository.

Similarly, instead of performing User-to-Role assignment individually, you can associate multiple users to multiple roles through a batch upload, or nominate multiple users to become additional Delegated Administrators for your company, using provided spreadsheet templates.

Users will be notified via email of the results of the batch upload. Please note: Once submitted, it may take up to 15 minutes for the batch upload to process.

Performing User-to-Company Association via Batch Upload

Use the top menus to navigate to "User-Company Associations" and select "Batch Upload". Select the company location to which you want the list of users to be associated. You will need to initially download the template for batch upload. Save this file as "**associationBatchTemplate.csv**". Edit the file to add the User IDs and email addresses of the users to be associated to your company, and save the file. Click "Browse" to locate and upload the saved file, and then click on "Submit".

Performing User-to-Role Assignment via Batch Upload

Use the top menus to navigate to "User-Role Assignments" and select "Batch Upload". You will need to initially download the template for batch upload. Save this file as "**roleBatchTemplate.csv**". Edit the file to add the users' role assignments, and save the file. Click "Browse" to locate and upload the saved file, and then click on "Submit".

Nominating Multiple Additional Delegated Administrators via Batch Upload

Use the top menus to navigate to "Administrators" and select "Batch Upload". Select the company location for which you want the list of users to be nominated to administer. You will need to initially download the template for batch upload. Save this file as "**adminBatchTemplate.csv**". Edit the file to add the User IDs, email addresses, and administrator types of the users that you want to nominate as Delegated Administrators and save the file. Click "Browse" to locate and upload the saved file, and then click on "Submit".

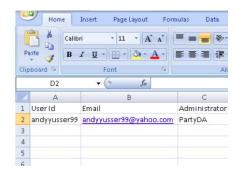
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5									

Data Format for Template:



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Edit User Access

Changing an Existing User's Company Association and/or Role Assignments

If your company has established decentralized, locationbased administration, you can change an existing user's company association to reflect a physical move within the company. If the user has left your company, you should "<u>Remove User Access</u>" instead.

A Delegated Administrator can also change an existing user's role assignments, either to reflect a change in their job responsibilities or to grant access to new services.

The user will receive email notification of the changes made to their account.

All Delegated Administrators for your company will also be notified (based on their notification preferences) of the

Changing a User's Company Association

Use the top menus to go to "User-Company Associations" and select "Change a User's Company Association". Select the user and click on "Edit." In the next screen, change the View option to "My Full Span of Control" to list all available locations. Select the user's new location, and click "Save."

Hon	e User-Company Associ	ations User-Ro	le Assignments Administrators Settings	cisco Cis	co Services A	Access Man	agement	
2	Welcome Jak Wise Company Administrator, CISC	O SYSTEMS INC FO	R US INTERNAL DEMO EVAL ONLY	Home User	-Company Associations	User-Role Ass	signments Administrators Settings	Other
View	My Locations Only 👻			View My Locatio			•	
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Changing a User's Role Assignments

Use the top menus to navigate to "User-Role Assignments" and select "Change a User's Role Assignments". Click the next to the user's name to expand their list of existing user role assignments. To remove a single user role assignment, use the radio button to select the role and click "Remove Role". To assign an additional role or change an existing assignment for a specific user, select any of the user's existing roles and click "Edit".

Home User-Company Associations User-Role Assignments Administrators Settings

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View My Locations Only

Chang	je User-Role Assignment			
Filter:	Cisco User ID 👻		Go Clear Filter	
	Name	Cisco User ID 🔻	Email	Role
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CISCO SYSTEMS INC FOR US INTER Test Bssip For EF 1.3 CISCO SYSTEMS INC Proactive Change Management (N Smart Service Capabilities (One P Partner Support Service	ICCM) iortal)		

Con the subsequent screen, click the roles to expand the categorized lists, of the selected user's current Assigned Roles and additional Available Roles.

Home User-Company Associations User-Role Assignments Administrators Settings Other	
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Assigned Roles	
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Partner Supplit Service Cosco profilements INC	
API Management Application	
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API Management Application	
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API Management Application	
► Entitlement Framework External API Services	
▶ SupportTools	
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🗖 Cisco Delivery Engineer Start Date : 📰 (mm/dd/yyy) End Date : 📰 (mm/dd/yyy)	N)
▶ Smart Service Capabilities (One Portal)	
▶ Partner Support Service	

To change the start or end date of a user's current Assigned Role, enter the new date value in the corresponding field. If the Start Date is left blank, the role assignment is immediately active. If the End Date is left blank, the role assignment will remain active until the role is manually removed (or until your organization is no longer entitled to the corresponding service).

To assign one or more of the Available Roles to the user, check the box next to the role, and (optionally) enter the start/end dates.

Click "Save."

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Removing User-to-Company Associations

Use the top menus to go to "User-Company Associations" and select "Change a User's Company Association". Select the user by clicking on the radio button and click on "Remove Association". Removing the user's association to your company will automatically inactivate all role assignments they received from your company.

Remove User Access

Disassociate a User from your Company or Inactivate Role Assignments

You can disassociate an existing user who has left your company and no longer requires access to any Cisco Services on behalf of your company.

You can remove a user's individual role assignments, to reflect a change in their job responsibilities.

The user will receive email notification of the changes made to their account.

All Delegated Administrators for your company will also be notified (based on their notification preferences) of the changes made.

Removing User-to-Role Assignments

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Use the top menus to navigate to "User-Role Assignments" and select "Change a User's Role Assignments". Click the next to the user's name to expand their list of existing role assignments. Select the role to be removed and click "Remove Role".

Home User-Company Associations User-Role Assignments Administrators Settings

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Change a User's Company Association

Filter:	Cisco User ID 👻	Go	Clear Filter)	
	Name 👻	Cisco User ID	•	Email 🗸 👻	•
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Welcome Jak Wise Company Administrator, CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY										
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				te the selected assignment						

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Help Desk Support

Who shall I contact if I require additional help?

Issue Categories:

- Refer to <u>FAQs</u>
- > Request Access to Cisco Service Access Management
- Request Access to Cisco.com Profile Manager
- Report CSAM Application Down
- Request Technical Support for DA Task Completion
- Request Technical Support for Profile Manager

This is an externally-facing document so the production support described herein is with respect to case origination.

Request Access to Cisco Service Access Management

Access to the CSAM application will be granted concurrent with Delegated Administrator nomination. The CSAM application is to be utilized by Delegated Administrators and is not intended for use by end users.

Request Access to Cisco.com Profile Manager

Access to the <u>Cisco.com Profile Manager</u> is available to any user with a Cisco.com (CCO) ID. If you do not have a CCO ID please register with Cisco.com <u>here</u>.

Report CSAM Application Down

Please contact the Technical Assistance Center (<u>TAC</u>) via phone/ email or log into and create a service request with the Technical Assistance Center Service Request Tool (<u>TSRT</u>), soon to-be Support Case Manager (<u>SCM</u>)

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Request Technical Support for DA Task Completion

A Cisco Internal User will request support on your behalf. Please contact your Engagement Manager or Advanced Services Delivery equivalent and request that an Entitlement Supporting Services Remedy ticket be opened.

Request Technical Support for Cisco.com Profile Manger

Please click on the Profile Manager <u>Help</u> link provided in the upper right-hand corner of the application. You will be routed to the Cisco Technical Assistance Center (TAC) and asked to identify yourself and your issue <u>here</u>.

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Cisco Services Access Management User Guide

Frequently Asked Questions

Navigating the Cisco Service Access Management Function



Frequently Asked Questions:

- Who will use Cisco Services Access Management?
- Who, at my company, can get nominated as a Delegated Administrator?
- <u>As the first Delegated Administrator for a large company, how can I most efficiently manage access for users that</u> <u>are geographically dispersed?</u>
- My company has a lot of users. Do I have to add each one manually?
- An associated user has left my company. What should I do?
- I have nominated additional Delegated Administrators who will manage their company organization usercompany associations and user-role assignments. What do I need to do to ensure that I am not the first person contacted for user access requests?
- How can I see who has associated a user or nominated the additional company administrator?
- <u>A user is having difficulty in requesting association to my company through Profile Manager. What might the</u> problem be, and how can I solve it myself?
- <u>A user does not see the link in Profile Manager to request for additional access to Cisco Services delivered by Cisco</u> to my company. What could be the issue?
- <u>As the Delegated Administrator, I had asked users to request for a specific role using Profile Manager. But they</u> <u>cannot see this particular role in the list displayed there. Why is this happening?</u>
- I get an error while using the "batch upload" feature in Cisco Services Access Management. What could be the 120 issue?