



# Simplifying the Cisco Software Experience

## Request Access to an Existing Smart Account: Quick Reference Guide for Sales, Partners, Distributors, and Customers

### Overview

A Customer Smart Account provides the repository for Smart enabled products and enables Users to manage Cisco Licenses.

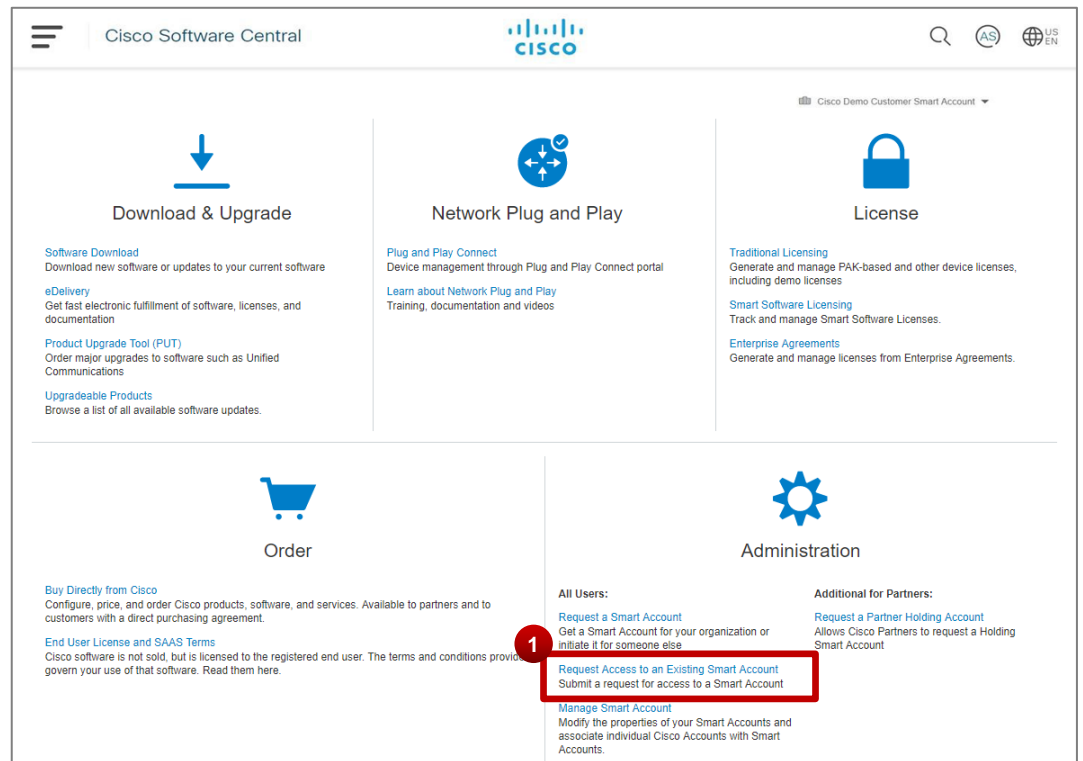
All Users (Partners, Customers and Internal Users), can now request access to an existing Smart Account. This functionality applies to both Customer Smart Accounts and Partner Holding Smart Accounts.

If you need to request access to an existing Smart Account, log into [Cisco Software Central](#) (CSC) with your CCO ID. If you do not have a CCO ID, go to [www.cisco.com](http://www.cisco.com) and click Register Now.

### Request Access to an Existing Smart Account

1 In [Cisco Software Central](#), a link to **Request Access to an existing Smart Account** is available to the Users.

 From here you can request to access an existing **Smart Account** already set up for your organization or your **Customer's Smart Account** (If you are a Partner who intends to manage your Customer's Account).



The screenshot shows the Cisco Software Central interface. The top navigation bar includes the Cisco logo, a search icon, and a user profile icon. The main content area is divided into several sections:

- Download & Upgrade:** Includes links for Software Download, eDelivery, Product Upgrade Tool (PUT), and Upgradeable Products.
- Network Plug and Play:** Includes links for Plug and Play Connect and Network Plug and Play.
- License:** Includes links for Traditional Licensing, Smart Software Licensing, and Enterprise Agreements.
- Order:** Includes links for Buy Directly from Cisco and End User License and SAAS Terms.
- Administration:** Includes links for All Users (Request a Smart Account, Request Access to an Existing Smart Account) and Additional for Partners (Request a Partner Holding Account).

The link "Request Access to an Existing Smart Account" is highlighted with a red box and a red circle containing the number 1.

## Your Profile

**2** After clicking **Request Access to an Existing Smart Account**, you will be redirected to this view.

The information from your **Cisco.com profile** is used to verify your identity when the request is sent to the Smart Account Admins for review.



*Please ensure that your Cisco.com user profile is updated.*

**3** Enter the **Account Domain Identifier** for the Smart Account you would like to request access to.

**4** Click **Submit**.

Welcome to Cisco  
Cisco Account Profile

[Back to Profile Management](#) Help

Choose Language: English

**Access**

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

### Request Access to an Existing Smart Account

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

**2** **Your Profile**

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

Company / Organization Name:

Full Name: samtadmin bidadmin

Email Address: samtbidadmin004@yopmail.com

Cisco ID: samtbidadmin004

Phone:

**3** **Smart Account Domain Identifier**

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

\* Account Domain Identifier:  **4**

## Validate the Smart Account Domain Identifier

**5** You can **validate whether a Smart Account exists** by entering the **Domain Identifier**, so that you can place a request to get access to an existing Smart Account.

If you enter the wrong Domain Identifier, an error message will be displayed:

**No matching accounts found.**

### Request Access to an Existing Smart Account

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

**Your Profile**

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

Company / Organization Name: CAPGEMINI

Full Name: samtadmin bidadmin

Email Address: samtbidadmin004@yopmail.com

Cisco ID: samtbidadmin004

Phone:

**5** **Smart Account Domain Identifier**

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

\* Account Domain Identifier:

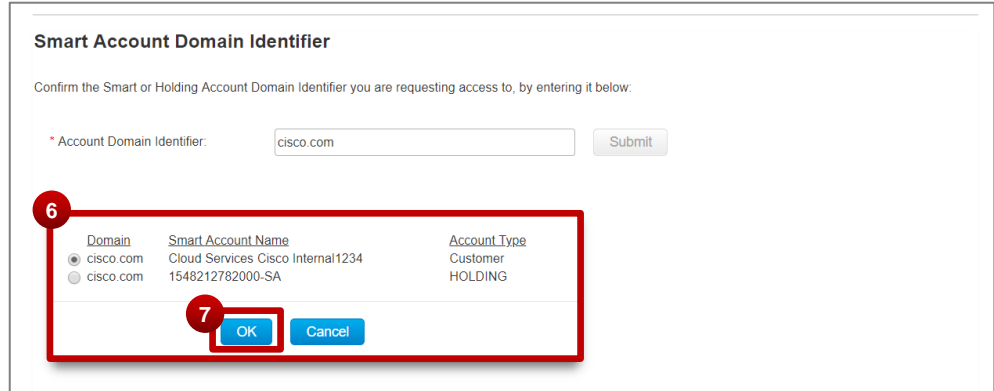
No matching accounts found

## Send Request

**6** When a correct Domain Identifier is entered, the corresponding Smart Account(s) will be displayed.

You will view the **existing Smart Accounts/Holding Accounts** for the Account Domain Identifier you provided.

**7** Select the appropriate Smart Account and click **OK**.



**Smart Account Domain Identifier**

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

\* Account Domain Identifier:

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

## Send Request

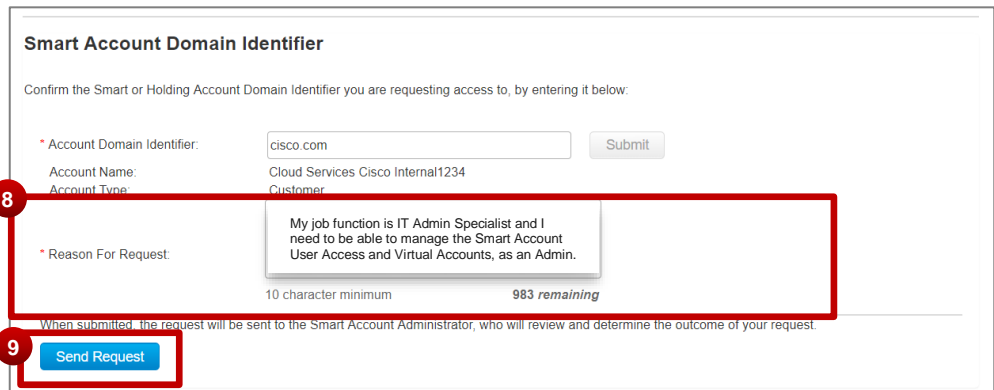
**8** You will then be prompted to **provide a Reason for the Request**.

For example:

*My job function is..., and I need to be able to do...*

**9** To confirm, click **Send Request**.

*Your access request will be sent to the Smart Account Administrator(s).*



**Smart Account Domain Identifier**

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

\* Account Domain Identifier:

Account Name: Cloud Services Cisco Internal1234  
Account Type: Customer

\* Reason For Request:   
10 character minimum 983 remaining

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

## Email Notification to Administrators

**10** When a new request for access is placed for a Smart Account, an **email is triggered to all the existing Smart Account Administrators**, so that they can act on the request.

If two Admins access the request at same time, once the first takes action, the second gets a real time message stating that the request has been acted upon.

From: [stage-ciscoaccountservices@cisco.com](mailto:stage-ciscoaccountservices@cisco.com) [mailto:stage-ciscoaccountservices@cisco.com]  
 Sent: Thursday, May 26, 2016 4:15 PM  
 To: [cas-stage-notifications@external.cisco.com](mailto:cas-stage-notifications@external.cisco.com); [CSWAuto@hotmail.com](mailto:CSWAuto@hotmail.com)  
 Subject: Cisco Smart Account Access Request - CISCO.COM Customer Account

-----START INFO (Not displayed in production)-----  
 To: [lmakwana@cisco.com](mailto:lmakwana@cisco.com)  
 -----END INFO (Not displayed in production)-----

**Cisco Smart Account Access Request**

Dear Smart Account Administrator,

There is a new access request for the Smart Account CISCO.COM Customer Account. Review the access request details and choose one of the links below to login to Cisco Software Central to approve or decline the request.

[View this request](#)  
[View all requests](#)

**Account Details**

Account Domain Identifier:	cisco.com
Account Name:	CISCO.COM Customer Account
Account Type:	Customer Smart Account

**Requested By**

Cisco ID:	SSLMTester1
Full Name:	John Doe
Email Address:	<a href="mailto:SSLMTester1@gmail.com">SSLMTester1@gmail.com</a>
Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Phone:	+1 4084240607

**Request Detail**

Date of Request:	May 26, 2016 23:15:11 GMT
Reason for Request:	test reason

Thank you,  
 Cisco Systems

## Access Request Approval by the Smart Account Administrator

**11** A Smart Account Administrator has two options:

**A** If the request came in from someone within their own organization (or a Partner) they can **approve** the request.

**B** The Administrator can **decline** the request if they feel the request is invalid.

**11**

**Account Details**

Account Domain Identifier:	buproductiontest.cisco.com
Account Name:	BU Production Testing
Account Type:	Customer Smart Account

**Requested By**

Cisco ID:	SSLMTester1
Full Name:	John Doe
Email Address:	<a href="mailto:SSLMTester1@gmail.com">SSLMTester1@gmail.com</a>
Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Phone:	+1 4084240607

**Request Detail**

Date of Request:	2016-May-25, 10:10
Reason for Request:	-

**Current Roles**

Current Roles:	Smart Account Administrator
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**Available Actions**

Select to Approve or Decline the Request and then complete the required information if necessary.

The Requestor already has assigned roles in the Smart Account. Selecting "Approve" or "Decline" for this request will keep the Requestor's current roles. During the "Approve" action you have the option to modify the Requestor's roles, otherwise all other changes to the Requestor's roles will need to be performed within the Manage Smart Account Users tab.

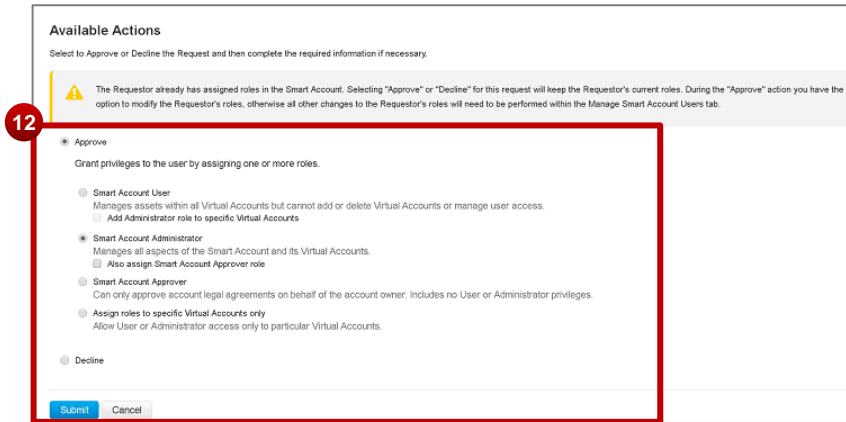
**A**  Approve

**B**  Decline

**12** In case of an approval, the Administrator will need to decide the access level of the new User.

The options are:

- Smart Account User
- Smart Account Admin
- Smart Account Approver
- Virtual Account Admin
- Virtual Account User

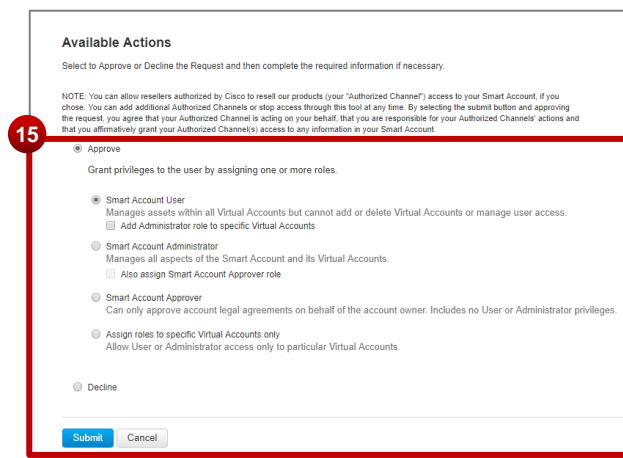
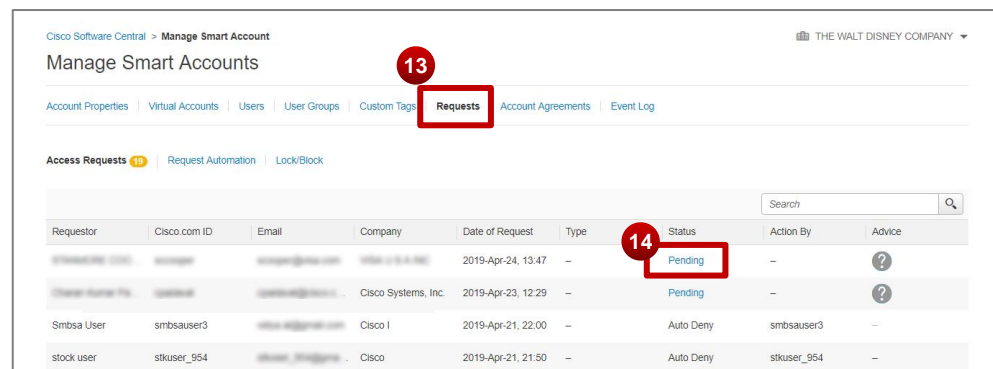


## Access Request Approval by the Smart Account Administrator

**13** A Smart Account Administrator can also view and access all the requests from the **Requests** tab in **Manage Smart Accounts**.

**14** If a request is pending, the SA Admin can click on the hyperlinked option to access its details.

**15** The Smart Account Admin can **approve or decline** the request. If approved, the SA Admin will assign a Smart Account or Virtual Account role to the new User.





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## Email notification to the Requester

**16** Once the Smart Account Administrator takes action, an email is triggered to the Requester.

**A** In case of an approval, the Smart Account Role assigned is stated in the email.

**B** In case of a decline, the reason is specified in the email.

**16**

From: [stage-ciscoaccountservices@cisco.com](mailto:stage-ciscoaccountservices@cisco.com) [mailto:stage-ciscoaccountservices@cisco.com]  
Sent: Thursday, May 26, 2016 4:21 PM  
To: [cas-stage-notifications@external.cisco.com](mailto:cas-stage-notifications@external.cisco.com); [CSWauto@hotmail.com](mailto:CSWauto@hotmail.com)  
Subject: Cisco Smart Account Access Request - BU Production Testing - Approved

-----START INFO (Not displayed in production)-----  
TO: [SSLMTester1@gmail.com](mailto:SSLMTester1@gmail.com)  
BCC: [rolasemi@cisco.com](mailto:rolasemi@cisco.com), [smartlicuser1@gmail.com](mailto:smartlicuser1@gmail.com), [pasoltan@cisco.com](mailto:pasoltan@cisco.com), [wason@cisco.com](mailto:wason@cisco.com)  
-----END INFO (Not displayed in production)-----

**Cisco Smart Account Access Request Approved**

Hello,

Your recent request for Smart Account access has been approved. See below for the details:

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Cisco Smart Account Summary

Account Domain Identifier:	buproductiontest.cisco.com
Account Name:	BU Production Testing
Account Type:	Customer Smart Account
Roles Assigned by:	John Doe ( <a href="mailto:SSLMTester1@gmail.com">SSLMTester1@gmail.com</a> )
Roles Assigned on:	May 26, 2016 23:20:30 GMT

You can visit [Cisco Software Central](#) to manage your Smart Account.

**A**

Role(s) Assigned:

- Smart Account Administrator

From: [stage-ciscoaccountservices@cisco.com](mailto:stage-ciscoaccountservices@cisco.com) [mailto:stage-ciscoaccountservices@cisco.com]  
Sent: Thursday, May 26, 2016 12:35 PM  
To: [cas-stage-notifications@external.cisco.com](mailto:cas-stage-notifications@external.cisco.com); [CSWauto@hotmail.com](mailto:CSWauto@hotmail.com)  
Subject: Cisco Smart Account Access Request - 1199SEIU BENEFIT AND PENSION FUNDS - Declined

-----START INFO (Not displayed in production)-----  
TO: [cav\\_add\\_approver1@yahoo.in](mailto:cav_add_approver1@yahoo.in)  
BCC: [libar\\_iban@1199funds.org](mailto:libar_iban@1199funds.org), [cav\\_add\\_approver1@yahoo.in](mailto:cav_add_approver1@yahoo.in)  
-----END INFO (Not displayed in production)-----

**Cisco Smart Account Access Request Declined**

Dear Smart Account User,

Your recent request for Smart Account access has been declined. See below for the details:

---

Cisco Smart Account Summary

Account Domain Identifier:	1199funds.org
Account Name:	1199SEIU BENEFIT AND PENSION FUNDS
Request Declined On:	May 26, 2016 19:35:25 GMT

**B**

Reason for Decline:

**Note:** Employers will be able to identify and revoke external Smart Account user access of employees or contractors that separate from the employer.

The User access authorizations are enforced when the current access is de-authorized by the Smart Account Admins due to a change in the employment status or due to a change in the primary email address in the Cisco.com profile (a change of the email Domain ID). Once the User is de-authorized, they have the option to request access to a Smart Account again from [software.cisco.com](http://software.cisco.com).