



Simplifying the Cisco Software Experience

Customer Smart Account Request Quick Reference Guide for Partners, Distributors, and End Customers

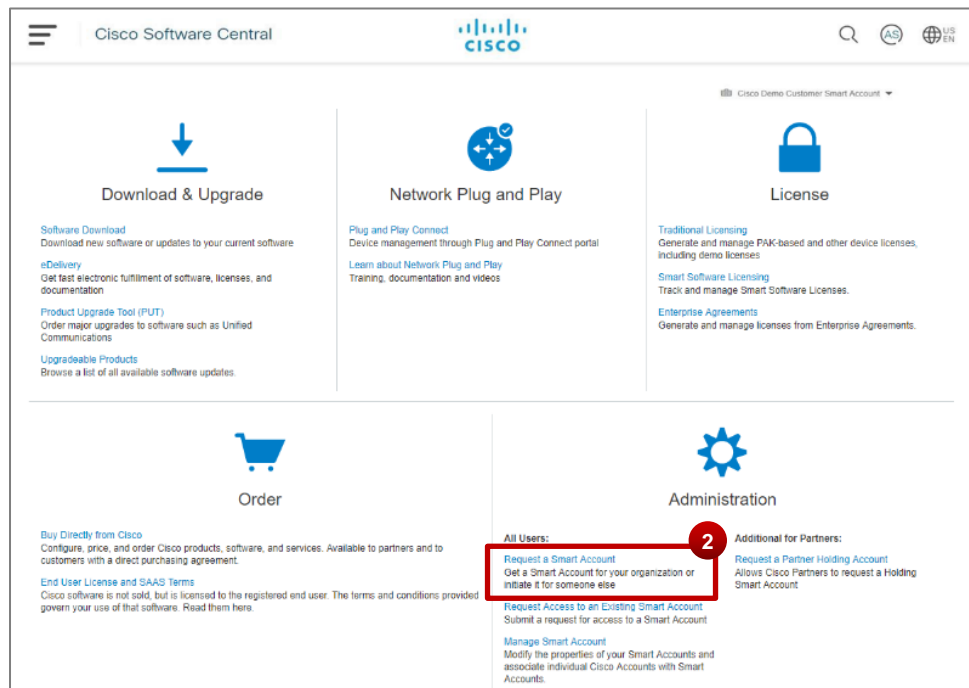
Overview

A Customer Smart Account provides the repository for Smart enabled products and enables Users to manage Cisco Licenses. Once they are deposited, Users can activate licenses, monitor license usage and track Cisco purchases. Your Smart Account can be managed by the Customer directly or a Channel Partner or authorized party. All Customers will need to create a Customer Smart Account to fully utilize the license management features of their smart enabled products. The creation of your Customer Smart Account is a one-time setup activity.

To initiate a request for a Customer 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 and click Register Now.

Customer Smart Account Request

- 1 Access Cisco Software Central:
<https://software.cisco.com/>
- 2 Go to **Administration** and then click on **Request Smart Account**.



Select an Account Creator

1 Select the option **“I have the authority to create the account on behalf of my company...”** if you have the authority to represent your company and you will authorize Smart Account activation.

Select the option **“Someone else will authorize the creation of the account”** if you do not have the authority or prefer not to authorize the Smart Account. Select this option also to start a Smart Account request on behalf of your Customer.

2 Enter the **Account Name**.

3 Click **Continue** to proceed.

Edit the Account Domain Identifier (Optional)

1 If needed you can **Edit the Account Domain Identifier** (optional - requires additional approval time).

2 In the **Edit Account Identifier** dialog box, change Domain Identifier (edit top-level domain or add a prefix).

3 Click **OK** to confirm the new Domain ID.

4 Verify the **Account Name** and edit if required.

5 At this point you can click **Continue** to proceed with the Smart Account request (see previous box).

***Note:** If you choose to edit the Account Domain Identifier at the time of Smart Account request, Cisco will contact you to complete the approval process.

Enter Company Information

You will be brought to the Company Information page. **If you selected the option No under account authorization, you will have the option to provide Customer Company Name and Address (it is optional).** **If you selected the option Yes under account authorization, you will need to provide your Company Name and Address (it is mandatory)**

1a Tick the checkbox to **select to provide this information now.**

2a You will **view the address for the GU (Headquarters) of the Customer's Company.** We encourage you to select the Headquarters address.

3a Click **Continue**

Option No: Someone else will authorize the creation of the account

If you do not wish to select the displayed address, you can select "Manual Entry" to enter a different address.

If the company headquarters/ address information appears incorrect or incomplete, please click here to open a case with the Customer Registry support team.

Party Name	Address	Type	Parent (Level)	Children
GLOBAL SERVICES INC	1190 PITTSFORD VICTOR RD, PITTSFORD, NY, 14534, UNITED	GU	-	-
GLOBAL SERVICES PRIVA	*HOUSE, C-2, WAGLE INDUSTRIAL ESTATE, MUMB...	HQ	SUTHERLAND GLOBAL SERVICES INC (1)	22

Option Yes: I have the authority to create the account on behalf of my company or organization

If you do not wish to select the displayed address, you can select "Manual Entry" to enter a different address.

If the company headquarters/ address information appears incorrect or incomplete, please click here to open a case with the Customer Registry support team.

Party Name	Address	Type	Parent (Level)	Children
LTD	SOUTH AFRICA	GU	-	-
ACCOUNTING	HONG KONG, HK, 3454	HQ	-	0
FRANCE	HAUTS-DE-SEINE, 92	HQ	-	0
PERU SAC	LIMA, PE	HQ	-	27
SISTEMAS INFORMATICOS L	SANTI...	HQ	-	13
SISTEMAS INFORMATICOS S	PT	HQ	-	4
SISTEMAS INFORMATICOS SL	MADRID, 28001, ES	HQ	-	43
VENEZUELA CA	VE	HQ	-	0
LTD	FR	HQ	-	0
INDIA PRIVATE LTD	PLACE P...	HQ	-	0
INDIA PRIVATE	GUROGON, HR	HQ	-	2

Enter Company Information

If you decide to select Manual Entry, you will be able to input the Customer's address manually.

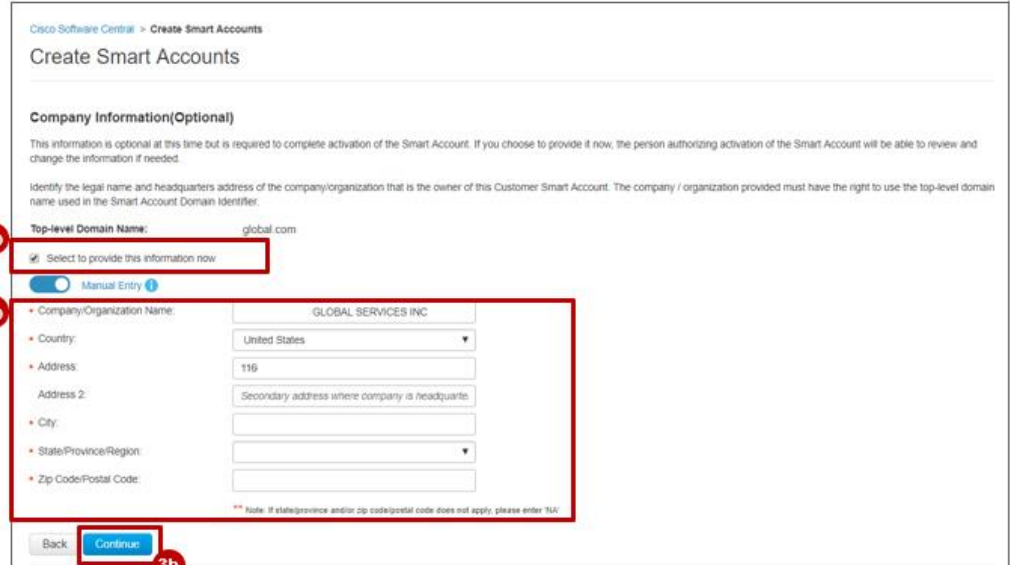
1b Tick the checkbox to **select to provide this information now**.

2b Enter the following Customer details:

- Company/Organization Name
- Country
- Address
- City State/Province Region*
- Zip/Postal Code*

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

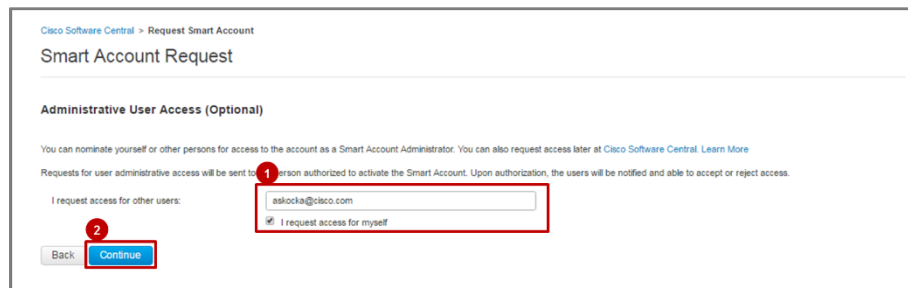
3b Click **Continue**



Nominate Users for Administrative Access (Optional)

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

2 Click **Continue** to proceed.





Verify Information and Submit Request

- 1 Verify the Smart Account information and the names of the users who requested administrative access.
- 2 Click **Submit Request**.

Cisco Software Central > Request Smart Account

Smart Account Request

Account Information

Account Domain Identifier: cisco.com

Account Name: Cisco Systems, Inc.

Company Information: Cisco Systems, Inc.
155 N McCarthy Blvd
Milpitas, CALIFORNIA, 95035, United States

Administrative User Access Information

Request Type: Administrative User Access to Smart Account

Requested For: John Doe (SSLMTester1@gmail.com), asklocka@cisco.com

Person to authorize account activation and user access: guradha@cisco.com

Requested By: John Doe (SSLMTester1@gmail.com)

Special Message: --

1 When you press "Submit Request", a provisional Smart Account will be created. Orders can be assigned to a provisional Smart Account, however the items purchased cannot be used until the Smart Account is activated. An email will be sent to the person specified to authorize activation with instructions on how to activate their company's Smart Account.

2

Back Submit Request

Smart Account Request Complete

After submitting the request you will receive a confirmation message **Smart Account Request Complete**. The request is placed in **Pending State** until it is authorized by the specified person.

You will also receive a confirmation via email.

***Note:** After submitting the request, a provisional Smart Account will be created.

Orders can be assigned to a provisional Smart Account, however the items purchased cannot be used by the Customer until the Smart Account is activated.

Cisco Software Central > Request Smart Account

Smart Account Request

Smart Account Request Complete

A provisional smart account has been created for "Cisco Systems, Inc.". An email has been sent to "guradha@cisco.com" with instructions on how to activate their company's Smart Account. You will receive an email confirmation once the Smart Account is activated.

Cisco Smart Account Activation Pending - [Account Name: Cisco Systems, Inc.]

The provisional Cisco Smart Account has been created for "Cisco Systems, Inc.". An email has been sent to the person specified to authorize activation with instructions on how to activate their company's Smart Account.

Account Information

Account Domain Identifier: cisco.com

New Smart Account Name: Cisco Systems, Inc.

Account Status: Pending

Company Information: Cisco Systems, Inc.
155 N McCarthy Blvd
Milpitas, CALIFORNIA, 95035, United States

Administrative User Access Information

Request Type: Administrative User Access to Smart Account

Requested For: John Doe (SSLMTester1@gmail.com), asklocka@cisco.com

Person to authorize account activation and user access: guradha@cisco.com

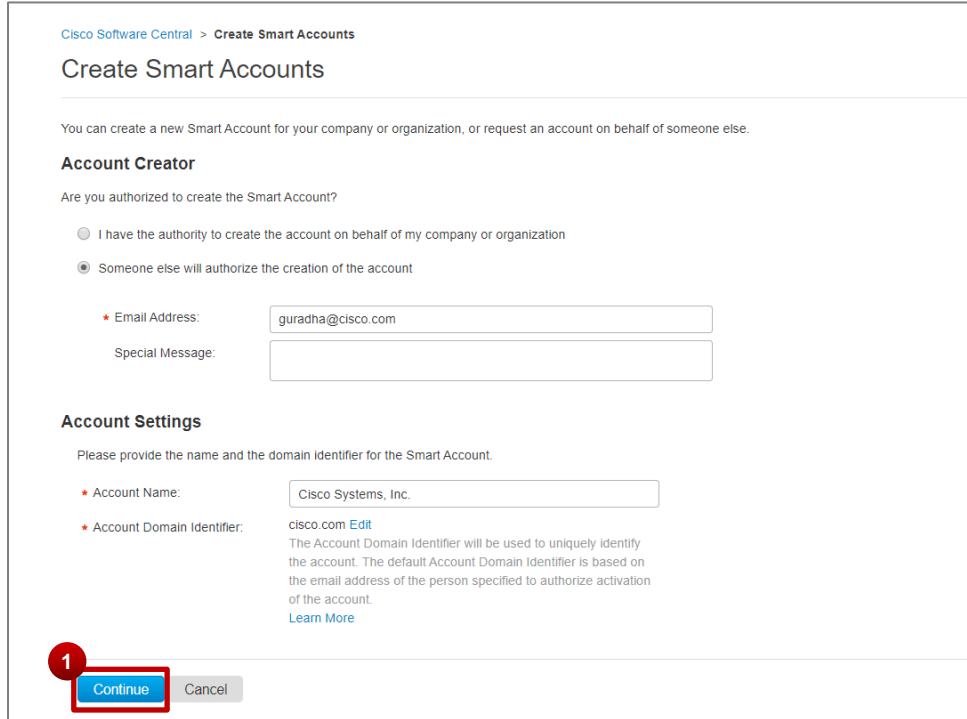
Requested By: John Doe (SSLMTester1@gmail.com)

Special Message: --

Request Smart Account – Existing Smart Account for the Top-Level Domain

At the time of Smart Account Request, whether you select the option „**I have the authority to create the account on behalf of my company or organization...**” or the option „**Someone else will authorize the creation of the account**”, you might come across a scenario where a **Smart Account is already set up for the Top-Level Domain ID** you are requesting.

1 In this case, after clicking **Continue**, you will have different options to move forward.



Cisco Software Central > Create Smart Accounts

Create Smart Accounts

You can create a new Smart Account for your company or organization, or request an account on behalf of someone else.

Account Creator

Are you authorized to create the Smart Account?

I have the authority to create the account on behalf of my company or organization

Someone else will authorize the creation of the account

* Email Address:

Special Message:

Account Settings

Please provide the name and the domain identifier for the Smart Account.

* Account Name:

* Account Domain Identifier: [Edit](#)

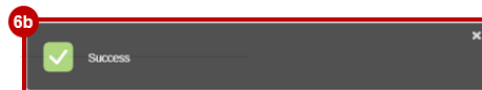
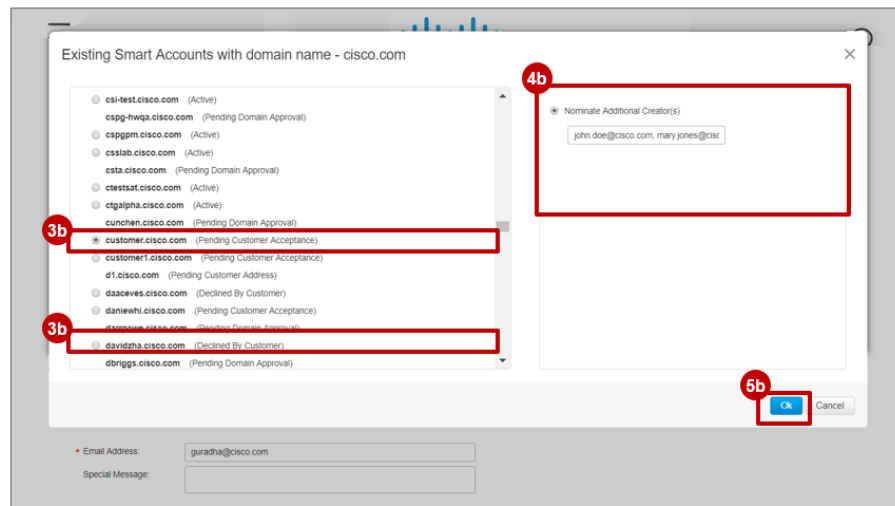
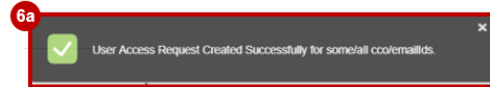
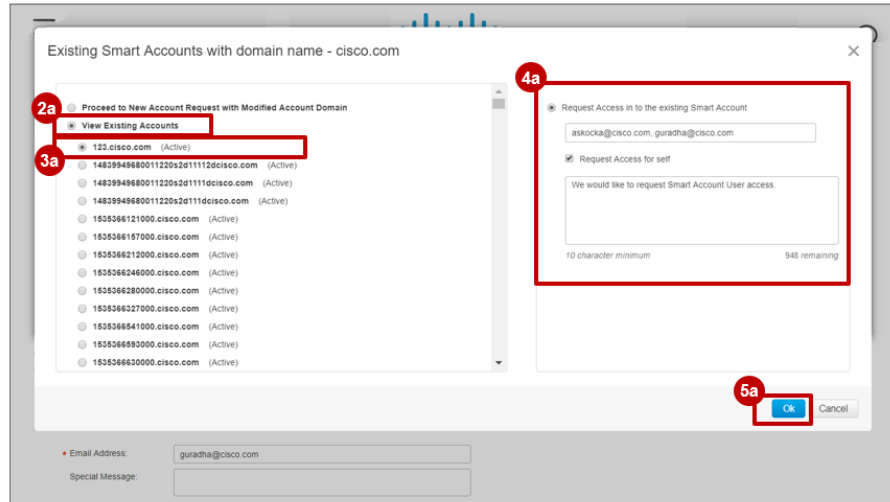
The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. [Learn More](#)

1

Request Smart Account – Existing Smart Account for the Top-Level Domain

If there are **Smart Accounts** already set up with the same **Top-Level Domain**, then you will be able to:

- 2a** View Existing Smart Accounts.
- 3a** Select one of the **Active** Smart Accounts from the list.
- 4a** Request Access to that Existing Smart Account. You can add one or multiple email addresses separated by commas. You can also request access for yourself. In addition, please provide a reason for the request.
- 5a** Click **Ok**
- 6a** You will receive a confirmation message (User Access Request Created).
- 3b** When **viewing Existing Smart Accounts**, you can also select a **Smart Account** that is not active yet but is currently **Pending Customer Acceptance** or has been **Declined by Customer**.
- 4b** You can **Nominate Additional Creators**: add one or multiple email addresses separated by commas.
- 5b** Click **Ok**
- 6b** You will receive a confirmation message and the nominated Creators will



receive an email notification to complete Smart Account setup.

Note: you will not be able to select Smart Accounts in „Pending Domain Approval” status or „Pending Customer Address” status, because the activation of the Smart Account is in progress.

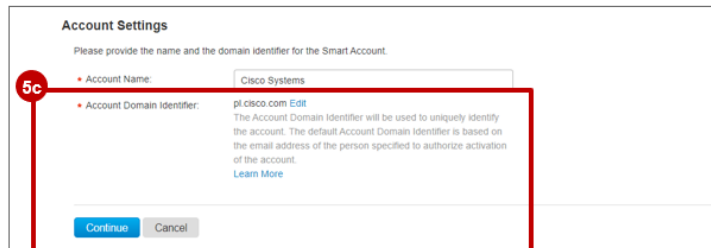
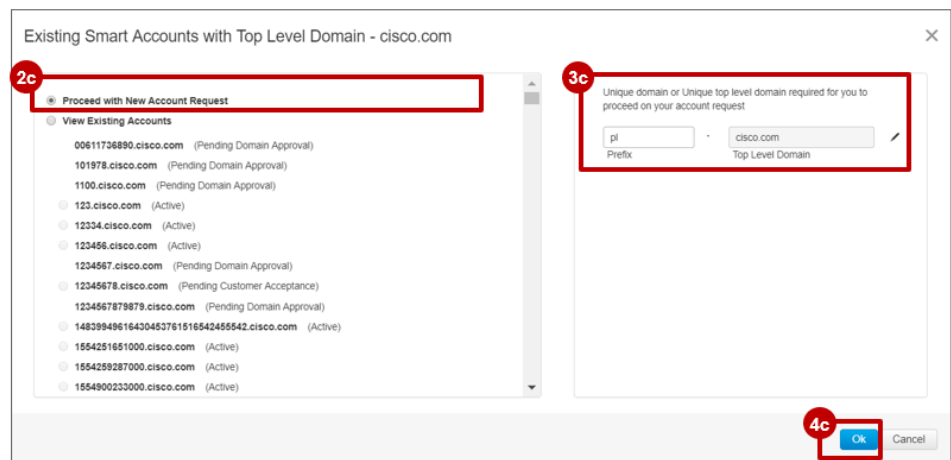
Request Smart Account – Existing Smart Account for the Top-Level Domain

2c Instead of viewing the Existing Smart Accounts, you can **Proceed to New Account Request with Modified Account Domain**.

3c You can add a **Prefix** to the existing Top-Level Domain (e.g. pl.cisco.com), or you can enter a different **Top-Level Domain** (e.g. newcustomer.com).

4c Click **Ok**

5c You will be redirected back to the Create Smart Account page, and you will be able to continue the Smart Account Request with the Modified Account Domain ID.



Once the Domain is approved, the Creator can complete the Smart Account Setup. See the [Customer Smart Account Setup Quick Reference Guide](#) for more information.