How to Add a Cisco Service Contract Access to a Cisco.com Account

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Introduction

This article describes the process of adding a Cisco service contract access to Cisco.com account.

Prerequisites

Before you start, ensure that you have the following data at your disposal:

- Active Cisco.com account
- Contract Number

Adding a Cisco Service Contract Access to a Cisco.com Account

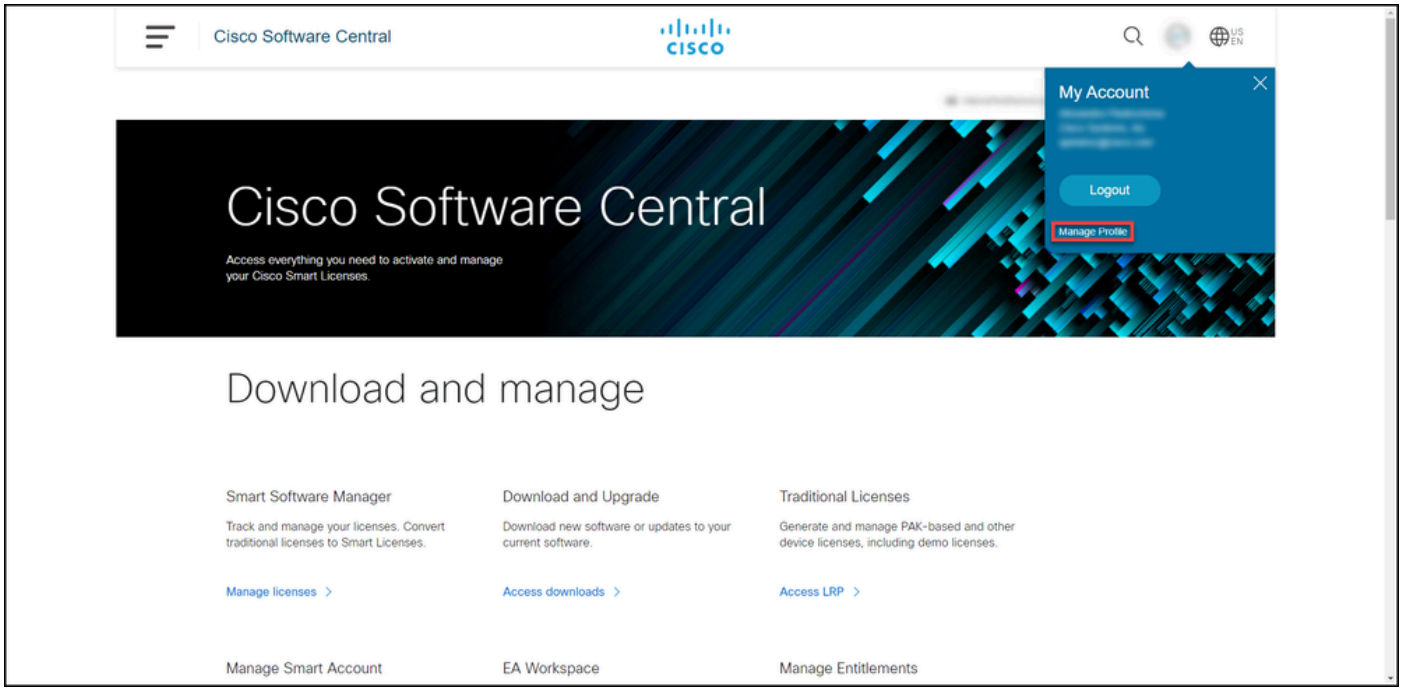
Step 1:

Go to Cisco Software Central and log in with your Cisco.com account.



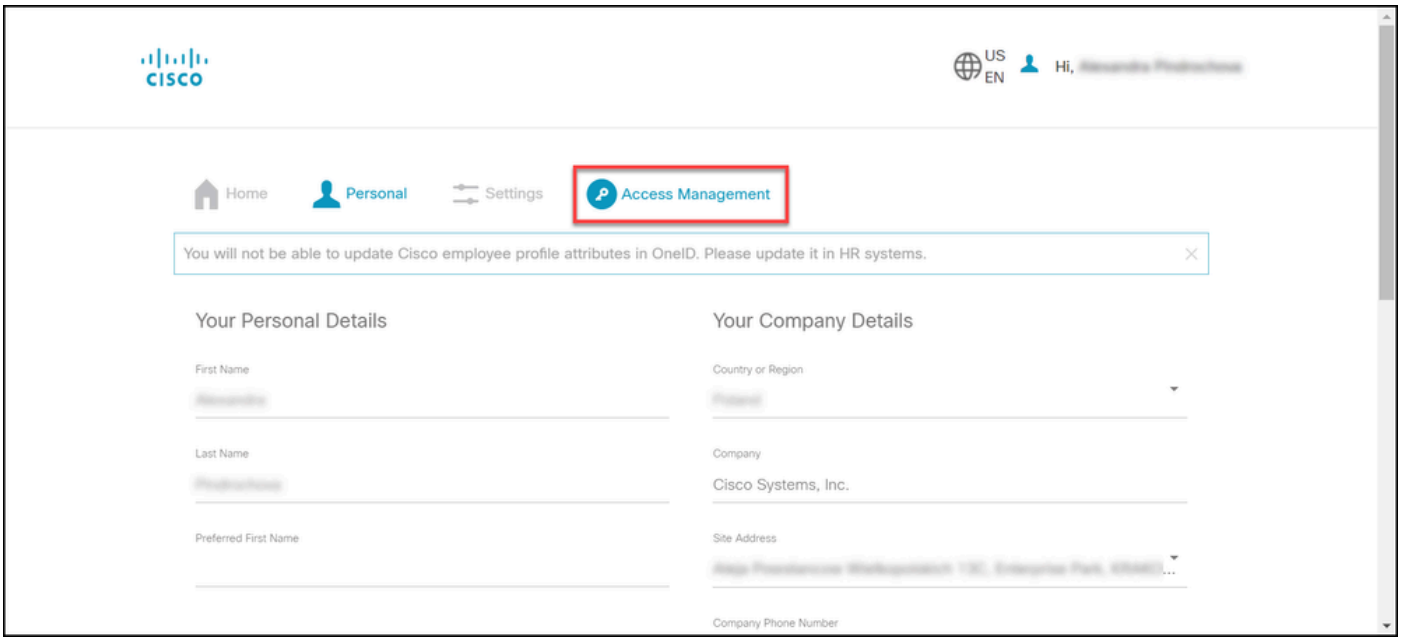
Step 2:

Click the profile button, and then select **Manage Profile**.



Step 3:

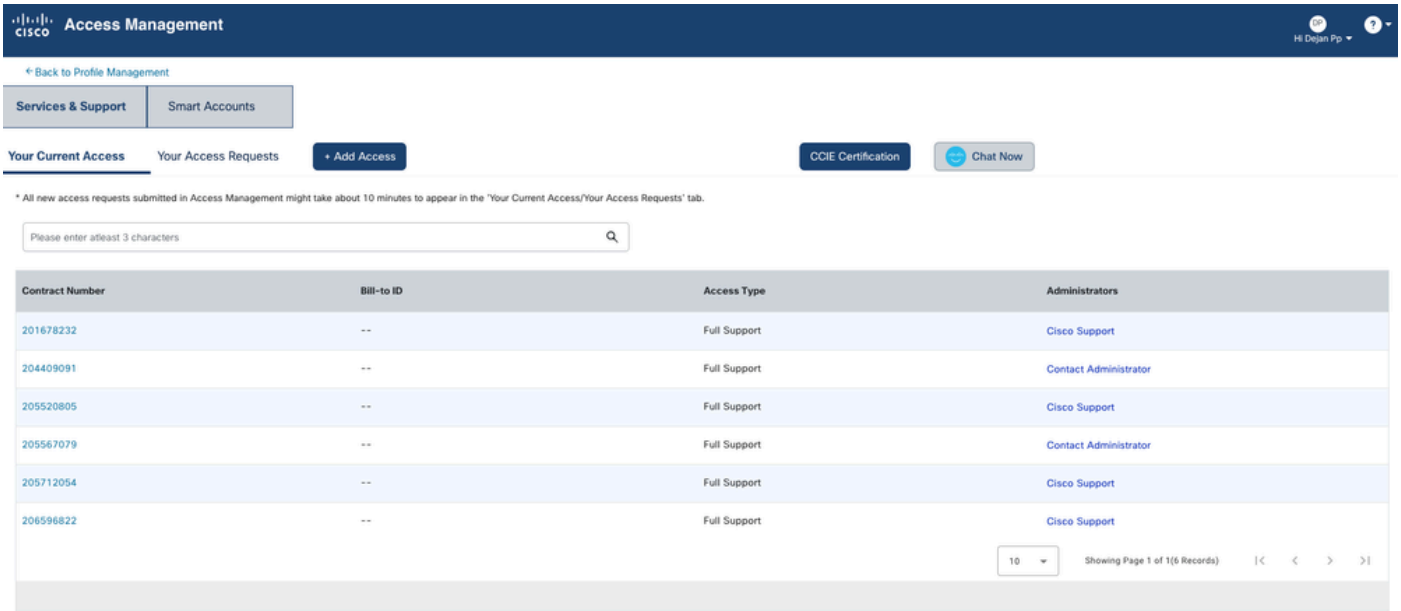
On the **Profile Management** page, click **Access Management**.



Step 4:

On the **Access** tab, under **Services & Support**, click **Add Access**.

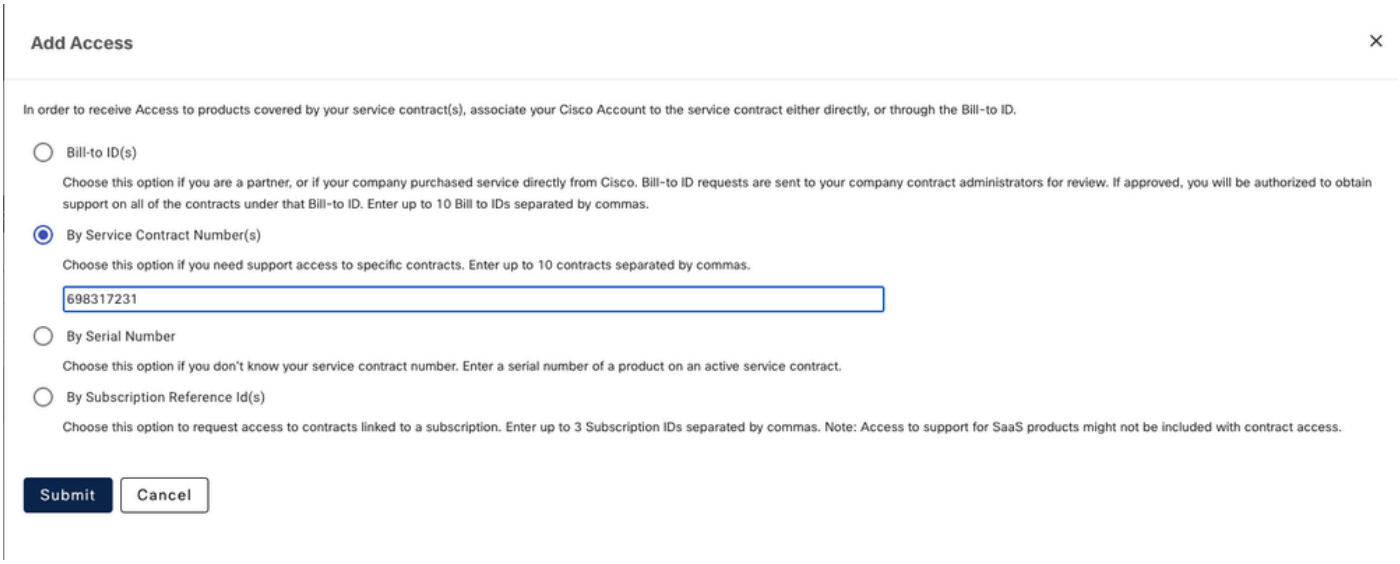
Note: If your service contract(s) is already associated with your Cisco.com account, you can find your current contract(s) on **Your Current Access** tab. If you have already requested your service contract(s) to be associated with your Cisco.com account, you can find your access requests on **Your access requests** tab.



Step 5:

In the **Add Access** dialog box, select **TAC and RMA case creation, Software Download, support tools,**

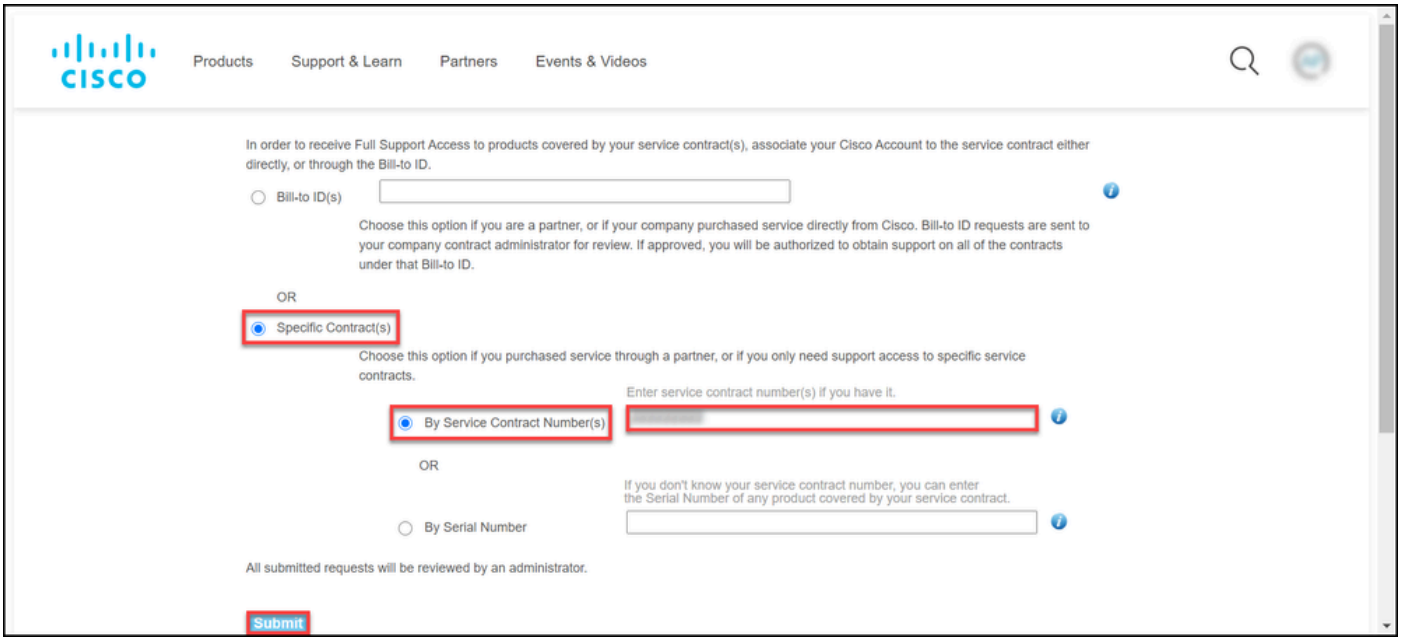
and entitled content on Cisco.com, and then click **Go.**



Step 6:

Select the **Specific Contract(s)** radio button, and then select **By Service Contract Number(s)** and enter the service contract number(s) in the field next to it. Click **Submit**.

Step result: If the information on your contract (for example, a company name) matches the information on your Cisco.com account, then the contract is automatically added to your Cisco.com account. If the automation fails due to the information mismatch, then the entitlement needs to be further verified manually. If that's the case, you will be contacted by Cisco for further clarification within the next two hours.



Troubleshooting

To manage the contracts associated with your account, visit https://samt.cisco.com/am/accessmanager/currentaccess . If you need further assistance with your contracts, you can find more information at https://web-help.cisco.com/.

Related Information

How to Convert a Fulfilled PAK to a Smart License for CUCM