How can I add users to my Smart Account, in Cisco License Central (CLC)?

Introduction

This Document explains the step-by-step process for adding users to your Smart Account in Cisco License Central, ensuring proper access and role assignment for license management.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- The user accessing the Cisco License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Account Management" tab, and select “Users” under “Smart Account Management”

Step 5: Click on Add User on the dashboard.

Step 6: On the Select Users dashboard

- Add Users by Entering the Cisco (CCO) IDs or email addresses, separated by commas OR Add from CSV

And Click Next

Step 7: On the Add Users to Virtual Accounts dashboard

- Select Scope of access:
  - Entire Smart Account: User has access to the entire Smart Account
  - OR Selected Virtual Accounts.

- User role:
  - If Scope of access is Entire Smart Account, select User Role from the drop-down menu.

⚠ **Caution**: The users can't be assigned to the Approver role, because the mail address in their Cisco.com profile doesn't match the domain for the Smart Account. If you continue, they will not be assigned to the account.

- If Scope of access is Selected Virtual Accounts, select User Role from the drop-down menu.

- Check mark the Virtual Account Name for which access needs to be granted and click Next.

Step Results: The Selected users have been added to the selected Virtual Accounts

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.