How can I create User Groups to manage users within my Smart Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps for creating user groups within your existing Smart Account in Cisco License Central to efficiently manage permissions and streamline user administration.

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 “User Groups” under “Smart Account Management”

Step 5: Click on Create User Groups on the Dashboard.

Step 6: On the Add group details and users dashboard

- User Group Name (Required)
- Description (optional)
- Entering the Cisco (CCO) IDs or email addresses, separated by commas
- OR Add from CSV

And Click Next

Step 7: On the Select Virtual Accounts dashboard

- User role: 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 user group has been created. Find details here Event Log

---

 **Caution**: Event Log will redirect you to CSSM.

 **Note**:

- On the User Groups dashboard, click on More Actions drop down to Grant Smart Account access to external user group. Enter the request lookup ID provided in the email and follow the steps for creating User Groups.
- User can also Scroll right to the three horizontal dots across a User Group name and perform the following:
  - Edit Users
  - Edit the Virtual Account Users can access
  - Delete User Group
  - Request access to another Smart Account
  - Send message to group members

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.